



WARRANTY CERTIFICATE



WARRANTY CONDITIONS

- 1.** The beginning of the warranty period is the date of invoice issuance.
- 2.** From the date of invoice issuance, the product is warranted for two (2) years against manufacturing and workmanship flaws. The product's warranty expires on this day after that.
- 3.** Two (2) year warranty on diesel engine fire pumps is covered by the warranty beginning of maintenance to continue as time, six (6) months should be in accordance with the client's request must be made by the qualified services on a regular basis.
- 4.** The manufacturer's warranty applies to the Electric Motors, Diesel Engines, Panels, and/or ready-made components used as an external company supply. In the event of a potential fault, the client for Diesel Engines should contact Duyar Pompa.
- 5.** In case of repairs and modifications made or commissioned by persons other than authorized service, the entire product is excluded from the warranty scope.
- 6.** Damage and malfunctions caused by handling errors and use contrary to the usage and maintenance instructions contained in the User Manual (scratches, breakage, rupture, cracking, etc.) except all parts of the goods are under the warranty of our company during the warranty period.
- 7.** Defaults in the product's suction and discharge lines are not covered by the warranty and may result in damage or malfunction. (Taking supervision service before installation is advised.)
- 8.** Damage and malfunctions caused by improper use, failure to choose the right product by dealers or companies are outside the warranty scope.
- 9.** The device is not covered by the warranty if it sustains damage or malfunctions due to chemicals and abrasives in the pumped water.
- 10.** Parts that become old, worn out due to consumables and use, lose their function due to contamination, as well as damage and malfunctions caused by the loss of functions of these parts, are excluded from the warranty. For example; Maintenance materials Engine oil, filter group, antifreeze, etc.
- 11.** Malfunctions and damages that occur if the product is not wired with the installation in the section suitable for its power are outside the warranty scope. (It is recommended to take supervision service before installation.)
- 12.** Malfunctions and damage due to voltage drop or rise, the lack of the grounding line, faulty electrical wiring and improper connection of the control panel cable, usage at a voltage different from the voltage on the label of the product not covered by warranty.
- 13.** After the delivery of the products to the customer; the damages and malfunctions caused by the loading, unloading, transportation, handling and storage conditions are out of the warranty scope.
- 14.** Damage and malfunctions that occur after incidents like fire and lightning strikes, frost, climatic conditions, force majeure, etc. are excluded from the warranty.

- 15.** Damages and malfunctions that occur in the product due to unfavorable environmental conditions in the assembly area for the product to operate are not covered by the warranty.
- 16.** If it is understood that the goods are defective, the consumer is entitled to use one of the following rights;
- a.** Withdrawing from the contract by declaring that he is ready to return the sold,
 - b.** Keeping the sold product and asking for a discount from the sale price at the rate of defect,
 - c.** If it does not require excessive expenses, requesting the free repair of the sold item, all costs of which belong to the seller,
 - ç.)** If possible, to use one of his optional rights to request that the sold item be replaced with a non-defect equivalent one.
- 17.** In the event that free repair or replacement of the goods with a defect-free equivalent will entail disproportionate difficulties for the seller, the consumer may use one of the rights to withdraw from the contract or request discount in the sales price at the defect rate.
- 18.** In case of failure of the product during the warranty period, the time spent on repair is added to the warranty period. The repair period of the product is a maximum of 30 working days after the product arrives at the factory if the product will be repaired under factory conditions. It is possible for the consumer to make the fault notification by phone, e-mail, registered letter with return or similar way. However, in case of dispute, the obligation of proof belongs to the consumer. If the defect of the product is not remedied within 20 working days, until the repair of the goods is completed the manufacturer-producer or importer is obliged to allocate another industrial good with similar characteristics to the consumer's use. The content specified in Article 4 of the warranty conditions is beyond the scope of the article 17!"
- 19.** Working day: working days excluding national, public and religious holidays and New Year's Day, Saturday and Sunday.
- 20.** If the product fails due to both material and workmanship and assembly errors during the warranty period, it will be repaired without any charge for labor costs, replacement part costs or any other name.
- 21.** Despite the consumer's right to repair, in following cases the consumer may request a free replacement of the goods, a refund or a discount on the price at the rate of defect of the goods;
- b.** Failure of the product at least four times within one year from the date of delivery to the consumer, and six times within the warranty period determined by the manufacturer-producer and/or importer, as well as if these failures prevents use of goods permanently.
 - b.** Exceeding the maximum time required for repair,
 - c.** If the service station is not available, respectively, the seller, dealer, agent, representative, importer or manufacturer-determining that the repair of the malfunction is not possible with a report to be issued by one of the manufacturers.
- 22.** Invoices issued for the goods sold do not replace the warranty certificate. However, the invoice issued as a result of the repair and replacement of parts performed by authorized services replaces the warranty certificate, provided that it contains the warranty conditions stipulated by this regulation.
- 23.** The consumer may apply to the Consumer Arbitration Committee or the Consumer Court at the place where his residence is located or where the consumer transaction is made in disputes that may arise related to the exercise of their rights arising from the warranty.
- 24.** For any problems that may arise regarding the Warranty Certificate, an application may be made to the General Directorate of Consumer and Competition Protection of the Ministry of Customs and Trade.