



DECORALL®

WARRANTY CARD

The product warranty period is **48 months** from the date of purchase and enters into force only if the installation is completed perfectly by a competent person. We take responsibility only for the repair and rectification of factory defects of the heating boiler.

The following must be considered during the boiler installation period:

- ❖ The factory warranty service will not apply if water and gas filters, as well as electrical grounding, are missing.
- ❖ The factory warranty service will not apply if the technical conditions of product installation are violated or if there is an incorrect calculation of the heating system (incorrect installation).
- ❖ The factory warranty service will not apply if the product is serviced by an unauthorized person (other than service center specialists).
- ❖ To avoid damage to the system from sediment, it is mandatory to use an additional water filter. In case of violation of this condition, the factory warranty service will not apply.
- ❖ The factory warranty service will not apply if the product is damaged due to mechanical impact or faulty electrical wiring.
- ❖ The factory warranty service will not apply in case of damage caused by the incorrect installation of plumbing, gas pipelines, air exhaust pipes, or other accessories (leading to the failure of the heating boiler).
- ❖ The timeframe for the service center to rectify a factory defect is 1 to 30 working days.
The warranty does not apply to installation materials and accessories.

Mandatory conditions to consider during installation:

- ❖ The product must be installed in an easily accessible place and must be protected from the effects of rain and snow.
- ❖ Valves must be installed on the gas, cold and hot water, and heating system pipes directly at the point of connection to the boiler, to allow for the quick disconnection of the boiler from said systems if necessary.
- ❖ It is mandatory to insulate/wrap the product to prevent possible freezing and subsequent damage during winter.

Conditions for regions and cities of Georgia outside of Tbilisi: In case of a factory defect, the service center provides full warranty service. In all other cases, the service is subject to a fee.

The warranty service does not include the replacement of the heating boiler with a new one (if it is subject to repair).



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Warranty service does not cover (and is subject to a fee):

- ❖ Calling a specialist in case of boiler damage due to scale or water sediment.
- ❖ Service calls for damage caused by technically incorrect installation of the system.
- ❖ If the specialist call is not covered by the warranty service or the damage does not comply with the warranty rules and conditions, the customer pays the call-out costs.
- ❖ Adjustment of the gas valve in connection with seasonal changes in gas supply pressure.
- ❖ Calling a specialist for other non-warranty cases.

Warranty service is carried out in accordance with the legislation of Georgia.

The initial startup and commissioning of the heating boiler are possible only after the technically correct installation of all the above-mentioned systems.

The warranty card must be kept by the customer throughout the warranty period and presented to receive service.

In case of any defect or issue, please contact us at the phone number provided:

(+995) 599 034 624

(+995) 599 034 625

(+995) 599 034 629

+995 (032) 2 18 51 78

LLC "Decorall Service Center" (I.N. 405740998)

Address: 12 Konstantine Stanislavski St., Tbilisi.

Working days: Monday through Saturday

Working hours: 10:00 – 18:00