

Right of complaint Aduro Hybrid/Pellet stoves

Congratulations on your new Aduro hybrid stove/pellet stove. According to Danish purchasing law, you have a two-year right of complaint from the date of purchase of the wood burning stove. Receipt with date is valid as proof.

All pellet stoves may require adjustment of combustion air and auger speed in order to optimize function and reach effective and clean combustion. Aduro A/S and service partners can monitor and adjust stoves on the Aduro Cloud. However, it is only possible if the stove is connected to the cloud via Wi-Fi. Therefore, Aduro A/S cannot handle complaints regarding function and combustion if the stove is not online and connected to the cloud.

If you have difficulties getting the stove online, it may be because of your local Wi-Fi network, router or phone setup. You can find guidance on Wi-Fi on adurofire.com – but it is not the responsibility of Aduro A/S to ensure a successful connection. In order to get the stove online, so you can make complaints regarding combustion and function to Aduro, you can purchase a service visit. Alternatively, some Aduro resellers offer this assistance.

The right of complaint does not cover:

- Damages resulting from incorrect installation and use of the stove, overheating and wrong or missing maintenance of the stove (including the annual service visit) etc.
- Consumable service parts (glass, gaskets, firebricks, handles, slides, painted surfaces, electrical igniter, sensors/switches, burning cave in cast iron, cast iron grate), which are subject to normal wear and tear. You can buy these parts in our online shop.
- Damages caused by electrical surcharge, (condensation) water in and around the chimney, too much or too little draft in the chimney and missing maintenance/cleaning.
- Mounting or demounting in connection with warranty repairs.
- Transportation costs in connection with repairs within the warranty period.
- Damages to the stove caused by external influences or damages caused by the stove on other objects.

When is the product warranty activated?

This warranty is only activated if it is accompanied by a suitable and valid purchase document that indicates the date of purchase of the product. The purchase document must be presented at the time of servicing and/or will be necessary to register the product. OTHERWISE, THE WARRANTY WILL NOT BE ACTIVATED, BUT THE CONSUMER WILL ALWAYS HAVE THE RIGHT TO ENFORCE THE LEGAL WARRANTY OF THE SELLER.

For stoves older than 12 months, a receipt / invoice from the annual service must also be enclosed.

During the warranty validity period, if the items purchased is found to be non-compliant due to manufacturing defects, ADURO A/S undertakes to eliminate the defect by repairing or replacing the single defective component or the equipment.

In the event of a replacement, the non-conforming product must be returned intact to the company or the dealer in the original packaging, complete with all the accessories.

Any repairs or replacement of components or the equipment itself will not extend the duration of this warranty. It will continue to be valid, in any case, up to the expiry date, i.e. after two years from the purchase date of the product as set forth in the previous clause, with a minimum duration of six months.

When is the warranty invalidated?

Consumers lose all rights from this warranty if they do not report conformity defects within two months of discovering them.

For this warranty to be valid during the above-indicated period, the following conditions must be in place:

- the appliance must be used for purposes that are not related to any entrepreneurial or professional activity performed;
- the device must be installed and commissioned by qualified personnel and strictly following what is indicated in the installation guide;
- where foreseen, the client must have the declaration of conformity of the installation and the pellets/ firewood used and according to EU norms and the installation manual;
- the appliance must be used and serviced in strict compliance with the installation guide provided, with particular reference to the fact that the ADURO A/S products are designed to work even in the most harsh conditions, but using them continuously at maximum or minimum power for long periods of time is not suitable for regular product operation;
- annual maintenance must be performed on the product by an authorised technician or qualified personnel, or this warranty being revoked;
- any work on the product must be performed by an Aduro certified professional. Work on the product and/or modification of the product and/or tampering with the product by third parties other than an Aduro certified professional will cause this warranty to be revoked;
- the serial number and production number shown on the product must not be deleted and/or made illegible in any way.

No other type of warranty shall apply in case of damage caused by negligence, use or installation non-conforming to the instructions provided, tampering, modifications to the product or its serial number, damage due to accidental causes or negligence by the buyer, specifically regarding eternal parts.

When is the warranty excluded?

The warranty does not cover damage caused by transport if not documented on the consignment note. Non-visible damage caused by transport is not covered if not reported to the dealer within 7 days from the date of receipt of the product itself.

This warranty does not include periodic checks, software updates, set-ups, periodic maintenance, appliance commissioning, installation consultancy.

If the product requires installation by connecting it to a water and electrical system, as well as to a smoke exhaust system, the warranty does not cover problems caused to the product by design or system defects associated with said systems, without prejudice to the forfeiture in the case of non-conforming installations.

Variations in colour in the painted parts, which may be ceramic or of stone, as well as crazed ceramics, grains of ceramic and stone are excluded from this warranty as they are natural features of the material and of the product use.

Assembly and disassembly of the stove in connection with repairs within the warranty period.

Liability

ADURO A/S disclaims any liability for any damage which may be caused, directly or indirectly, to persons, animals or property as a consequence of non-compliance with any provisions specified in the use and installation manual, especially warnings regarding safety, installation, use and maintenance of the appliance.

Territorial extension of the warranty

This warranty applies to the following countries: DK, IS, NO, SE, SF, NL, BE, PL, CZ, ES, LU, PT, IT, FR, DE, AT, CH; without prejudice to the law guarantee for all other countries.

General information

Aduro A/S also informs you that:

- slight creaking of the structure during product ignition and turning off may not be considered as a fault and/or defect, as they are normal settling noises of the sheet metal due to thermal expansion;
- in the first 48-96 hours of operation, due to the working temperatures, the paint used on the product may tend to evaporate their organic part, which is not hazardous for the health of people and/or animals;
- ADURO A/S products are designed to operate even in the most difficult conditions, but using them continuously at maximum or minimum power for long periods of time is not suitable for normal product usage.

Without prejudice to the legal warranty provided in favour of the consumer, this warranty does not apply if the sales invoice of ADURO A/S to the dealer is older than five years prior to the date of purchase of the product by the consumer.

In case of exclusion of the warranty and/or forfeiture and/or non-validation of the warranty itself, any technical interventions will not be carried out neither under warranty nor free of charge and their cost will be charged to the person requesting them according to applicable rates.