

WARRANTY Terms & Conditions

SONICA Ultrasonic Cleaners

The information contained in this document can vary without prior notice.

SOLTEC Srl VAT No. IT11127210158 cannot be held responsible for any mistakes contained in this document nor for any accidental damage nor any damage due to the supply, the performance or the use of the ultrasonic cleaner equipment.

The warranty covers all manufacturing and material defects according to the clauses indicated in this warranty certificate, for a period of 12 (twelve) months since the purchase date and a Free of Charge extension of a further 12 (twelve) months that can be activated simply by registering the product on our web site www.soltec.it no later than 30 days from the date of purchase. The total duration of the warranty cannot in any case exceed 24 months from the date of purchase of the product unless further paid extensions of the warranty are activated and agreed with the manufacturer SOLTEC Srl. During the warranty period, SOLTEC Srl, in case of failure of the equipment, can decide whether to repair or replace the defective product.

Warranty Service

To obtain warranty service or repair this equipment must be sent to SOLTEC Srl through the dealer CARRIAGE FREE.

Once the equipment has been repaired, it will be sent to the customer CARRIAGE FORWARD.

The warranty does not cover the technicians' travelling expenses, the shipping costs or the transport risks, which must be paid by the Customer. Moreover, all the shipping costs from another country, included taxes, of SOLTEC Srl products must be paid by the Customer. The repairs under manufacturer's warranty do not effect it.

Territorial extension of the guarantee

This SOLTEC Srl Manufacturer's Warranty is ensured throughout the Italian territory (including Vatican City and the Republic of S. Marino) and in EU countries directly through its Technical Assistance located in the production site in Milan, in the manner as better specified in the previous paragraph "Warranty Service"

Warranty expiration

After the 24-month period of duration of this Manufacturer's Warranty, any repair and/or replacement of components will be borne by the Consumer according to the rates in force at the Technical Assistance network authorized by the Manufacturer.

Limitation of liability

The warranty includes the replacement or the repair of the defective components, included the necessary work. It does not include the faults due to an improper use or maintenance by the Customer, or unauthorized modifications, or the use in different environmental conditions from the ones indicated in the manual or an inadequate preparation of the installation site. No compensation will be due during the replacement or the repair of the equipment. Nevertheless, the manufacturer will decide to replace the equipment only if it cannot be repaired. No compensation will be given for any direct or indirect damage of any kind to people or object because of the use or the suspension of the use of the equipment.

In particular, the following are excluded from the warranty:

- ✓ Transport damage; these must be reported to the freight forwarder immediately after detection.
- ✓ Damage caused by improper use of the ultrasonic cleaner: for example damage to the stainless steel tank and/or to the transducers caused by the use of detergents or corrosive chemical solutions not recommended by the manufacturer SOLTEC, by objects positioned directly on the bottom of the tank without using the specific basket or original accessories produced by the manufacturer, starting the ultrasonic cleaner without water or without having reached the correct operating liquid level.
- ✓ Damage caused by humidity penetrating inside the ultrasonic cleaner
- ✓ Wear of the steel tank and transducers: the transducers and in particular the stainless steel tank are a part subject to wear as the intense activity of the cavitation generated by the ultrasounds generates erosion on the stainless steel tank surface. This process called cavitation erosion increases with the improper use of aggressive detergents, objects or dirt deposits left on the bottom of the tank.

Warranty forfeiture

The warranty expires in the following cases:

- ✓ Improper use and/or use contrary to what is indicated in the SONICA ultrasonic cleaner instruction manual
- ✓ In case of arrearage or other breaches of contract.
- ✓ Whenever the Customer does not inform SOLTEC Srl about the defect within 8 (eight) days from the discovery
- ✓ Whenever changes or repairs are carried out on our equipment without our prior authorization.
- ✓ Whenever the serial number is tampered with or cancelled.
- ✓ Whenever the electrical connections of the equipment are wrong or do not comply with the current regulations, or whether the supply connections are not protected, or there is no ground line, or the wire section is wrong...
- ✓ Whenever the damage is caused by an incorrect use, mistreatment, hits, falls and other causes not due to normal working conditions.
- ✓ Whenever the equipment appears to be tampered with, dismantled or previously repaired by unauthorized staff.
- ✓ Use of non original components or spare parts manufactured and supplied by SOLTEC Srl
- ✓ Incorrect installation
- ✓ If is not produced a copy of a proper commercial document (invoice or receipt) certifying the date of purchase of the product
- ✓ Whether the equipment is used for purposes that are different from the ones described in the SONICA Instruction For Use .
- ✓ In the event that the equipment presents holes in the tank due to corrosion due to the use of cleaning solutions that are not compatible with the use of the appliance and in any case not recommended by the manufacturer SOLTEC Srl

All disputes will be settled in the court of justice of Milan (Italy).

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