



## Warranty and Service

### **Our dear customer;;**

*We believe in the importance of providing good service as well as giving you good products. You can call us and meet with Technical Service Representatives and contact our Sales Representatives to get the most suitable service for you.*

### **Follow The Precautions Below !**

- 1. When you receive your product, confirm the Warranty Certificate.**
- 2. Use your product according to the user manual principles.**

*This warranty given by Fantürk does not cover the elimination of the malfunctions occurring from the use of the product abnormal, and it is out of warranty in the following cases.*

- a.** Damages and failures occurring from usage errors
  - b.** Damages and malfunctions during loading, unloading and transportation after delivery of the product to the customer.
  - c.** Damages and failures that may occur due to low voltage or excess voltage, faulty electrical installation, use of voltage other than the voltage printed on the product's label.
  - d.** Fire, earthquake and lightning strike etc. damages and malfunctions to occur with.
  - e.** Malfunctions caused by using the product contrary to the points in the user manuals.
- Elimination of the above that mentioned faults is done for a fee.
  - The responsibility of approving and giving the warranty certificate to the customer belongs to the sellers, dealers, agents or representative offices where the consumer purchases the goods.
  - If a dispute arises during the warranty period, the user must maintain the invoice or a legible photocopy with the Warranty Certificate, since the invoice date will be based on.
  - Warranty certificate is void in case of falsification of the Warranty Certificate, removal or falsification of the original serial number on the product.

## Warranty Conditions

- The warranty period starts from the date of delivery of the goods and is 2 years.
- All mechanical parts of the product except motor and electrical parts are under warranty by our company.
- In case the product fails within the warranty period, the time spent in repair is added to the warranty period. The repair time of the goods cannot exceed 20 business days. This period starts from the date of notification to the service station of the malfunction of the goods, to the seller, importer or manufacturer of the goods, if there is no service station.
- Consumer failure notification; It is possible to do it by phone, fax, e-mail, registered letter or similar way. However, in case of a dispute, the burden of proof lies with the consumer.
- If the product fails due to material and workmanship or assembly errors during the warranty period, it will be repaired without any charge under the labor cost, the replacement part price or any other name.
- Despite the consumer uses his right to repair,

From the date of delivery to the consumer, within one year, provided that they remain within the specified warranty period; In addition to malfunctioning at least four times or six times within the warranty period determined by the manufacturer-manufacturer and / or importer, these malfunctions continue to not be able to benefit from the goods,

Exceeding the maximum time required for repair,

In the event that the service station of the company is not available, the consumer may request a free replacement of the goods, a refund or a defective rate in the event that it is determined that the malfunction cannot be repaired with the report issued by one of the seller, importer or manufacturer of the goods.

- Malfunctions resulting from the use of the product contrary to the points in the user manual are out of warranty.
- For problems regarding the Warranty Certificate, the Ministry of Customs and Trade may apply to the General Directorate of Consumer Protection and Market Surveillance.
- They can make applications to consumers' complaints and objections to consumer courts and consumer arbitration committees.
- If it is understood that the goods are defective , consumer ;

Returning from the contract by declaring that he is ready to return the sold,

Retaining the sold and requesting a discount from the sales price in the rate of shame,

Requesting free repair of the sold, at all costs, if the seller does not require excessive costs,

If possible, requesting that the seller be replaced in an indiscriminate fashion may use one of his optional rights. The seller is obliged to fulfill consumer preferred demand.



*Minareliçavul OSB. District. 202. Street No:19 Nilüfer / Bursa / Turkey  
T: +90(224)482 29 69 E: info@fanturk.com.tr*

*[fanturk.com.tr](http://fanturk.com.tr)*