

# GENERAL

## Points to be Considered on Warranty

- It is mandatory as per the Consumer Protection Law that the warranty certificate is issued with the device.
- Warranty certificates are approved by the Ministry of Industry and Trade. Approval date and number are written on the warranty certificate.
- Warranty conditions are specified on the warranty certificate. This section shall be carefully read in order to have information on the cover of warranty and warranty procedures. Alarko Carrier products are guaranteed against material and manufacturing defects.
- Problems that are not caused directly by the product, which may occur due to operating errors or incorrect installation etc. are void of warranty.
- Users are not charged for parts used and service operations performed in the cover of warranty.
- Warranty period is minimum 1 (one) year starting with the date of sale as per the legal regulations. However, Alarko Carrier applies longer warranty periods in customer's favor for some of its products. Warranty conditions are specified on the warranty certificates. You shall learn the warranty period by examining the certificate.
- Warranty certificates are filled by the selling dealer. A part of the certificate is given to the customer.
- Users shall keep the warranty certificate during the warranty period and submit it to the authorized service personnel when required in order to take advantage of the warranty procedures. You shall contact Alarko Carrier Consumer Consultation Center if you have lost the warranty certificate.