



ITALTECNICA SRL

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INFORMATION ON WARRANTY PERIOD AND COMPLAINTS MANAGEMENT

Italtecnica S.r.l. assures the supplied products correspond in quality and model to our commercial agreements and they have not any defect which could make them unsuitable for the use for which they are intended.

Unless the warranty period is of 36 months from the production date written on each device.

The above-mentioned guarantee is valid if the products have been correctly stored and used in accordance with the instructions written in the corresponding article and in the general catalogue and/or in the data sheet supplied by Italtecnica s.r.l.

The warranty becomes void if the products has been repaired or changed without written Authorization released by Italtecnica srl or if the defects are caused by external chemical or electrical agents or by installation's mistake.

To ensure that the warranty right does not expiry the Buyer has to carry out all the reasonable checks required by Italtecnica.

In particular, if there is an anomaly the right action before uninstalling the product is to invite your customer to get in touch with our assistance office and to provide all the necessary information to try to solve the problem.

Some specific guides and troubleshooting tutorial video are present on Italtecnica web site, on the company's YouTube page and on its social channels.

The customer assistance service is always operational at the number 049-9585388 from 07.30 to 12.00 and from 14.00 to 17.30.

If you wish to send s written request for assistance the email address to use is the following: italtecnica@italtecnica.com

In case of non-compliance be so kind to follow the following procedures:

PRESSURE SWITCHES – FLOW SWITCHES – PRESSURE AND FLOW SWITCHES

Italtecnica s.r.l. authorizes the replacement of the items produced in the last 36 months.

The production date is written by laser or pad printing on the terminal board placed under the cover (example: Y23/06).

If Italtecnica s.r.l. prefers to check the item the transport will be at its own charges, unless otherwise agreed.

Defective items will be collected once or twice a year by Italtecnica and upon receipt of the goods Customer will be compensated with new pieces, unless otherwise agreed.

FLOW SWITCHES – PRESSURE AND FLOW SWITCHES

Italtecnica s.r.l. authorizes the replacement of the items produced in the last 36 months.

The production date is written by laser or pad printing on the terminal board placed under the cover (example: Y23/06).

If Italtecnica s.r.l. prefers to check the item the transport will be at its own charges, unless otherwise agreed.

The warranty becomes void if the item will be, disassembled or damaged owing to an incorrect use or an improper installation (including installation with unsuitable environmental conditions or connection to an electrical system which does not comply with current regulations)

Defective items will be collected once or twice a year by Italtecnica and upon receipt of the goods Customer will be compensated with new pieces, unless different commercial agreements.

BRIO TOP – SIRIO – NETTUNO

Complaints management differs depending on whether the item is under warranty or not. The production date is written by laser on the body or on a label indicating the Serial Number with the Year of production (example: S/N 24/0001).

If the items have been produced in the last 2 years the return of the defective pieces will be carried out at Italtecnica's expense, unless different agreements.

The devices will be tested and then Italtecnica will send a test report informing about warranty status and possible solutions to close the complaint

The warranty becomes void if the item will be, disassembled or damaged owing to an incorrect use or an improper installation (including installation with unsuitable environmental conditions or connection to an electrical system which does not comply with current regulations)

However, if the items are older than 2 years, the return of the defective piece will be carried out at Buyer's expense, unless different agreements.

Once the items will be tested, Italtecnica will send a test report informing about possible solutions to close the complaint.

APPENDIX

If Customer wants to send back goods without Italtecnica Authorization it is invited to check before the production date, so to understand before the shipment if the item is covered by warranty or not.

If the item is out of warranty period Italtecnica will inform you about reparation costs or best solution to close the complaint when it will send the test report.

For each return will take care of, a specific analysis sheet will be done in which there will be a report of the carried out activities, the found problem and the technical and commercial solutions proposed. That will help the internal quality management system to monitor the history and percentage of defective pieces.

For any information about the status of the return please, get in touch with the after-sale manager, Mr Omar Bertazzo, who will be pleased to reply you.

Faithfully, 16/04/2024,

ITALTECNICA SRL
Tribano (PD)