

Statement of Warranty

The customer must inspect the delivery immediately after receipt for completeness as well as externally visible and externally undetectable defects.

All obvious and / or recognized defects, shortages or wrong deliveries must be reported to us in writing without delay and in any case before processing or installation. Further obligations according to § 377 HGB remain unaffected. In the case of obvious defects, these must be reported within one week of handover of the goods. If the customer violates this obligation, the goods shall be deemed to have been received and approved as complete and free of defects, unless the defect was not recognizable during the initial inspection (§ 377 para. 1 HGB). If a defect in the delivery item appears (only) at a later date, the customer must document the defect in a comprehensible manner and notify us in writing immediately after discovery; otherwise the delivery item shall be deemed approved with regard to this defect (§ 377 para. 2 HGB).

We cannot invoke the above provisions in the event of fraudulent intent.

The warranty period for all deliveries to companies within the meaning of the BGB or merchants within the meaning of the HGB is one year. In the case of warranty, the customer may initially demand subsequent performance. In doing so, we shall be granted the right to provide this subsequent performance by eliminating the properly notified defects. The customer must grant a time and opportunity to be determined at his reasonable discretion to remedy the defects, in particular to make the goods or equipment complained about immediately accessible, otherwise the warranty claim shall lapse. If we do not remedy the defects, we reserve the right to deliver a defect-free item as subsequent performance.

The customer shall set us a reasonable period of time for subsequent performance. In the event that we do not remedy defects within this reasonable period, or if the delivery of a defect-free item is impossible or refused by us, the customer shall have the right to withdraw from the contract or reduce the purchase price, or the right to compensation for damages instead of performance.

There is no need to set a deadline if we refuse both types of subsequent performance or if subsequent performance fails or is unreasonable. In particular, the value of the item in defect-free condition, the significance of the defect and the question of whether the other type of subsequent performance can be carried out without significant disadvantages for the customer must be taken into account.

The removal of the defect (subsequent improvement) shall be deemed to have failed if a reasonable number of attempts at subsequent improvement have not been successful. As a rule, three attempts at rectification of defects shall be deemed reasonable if the customer does not prove that he is threatened with considerable damage if he waits for up to three attempts at rectification. In this case, the type of item (device), the type of defect and the failure of a commercially used item (device) due to a defect are of particular importance.

The warranty is excluded if the product (system, equipment) is improperly installed, maintained, used, repaired, modified or operated in an environment that does not meet our

installation requirements by the customer or third parties commissioned by the customer. For this purpose, we will determine in each individual case how the quality of the water (temperature, salt content, etc.) must be constantly maintained. If, after examination of a notice of defect, it is determined that there is no warranty claim, the costs of the examination and repair will be charged at the applicable customer service price regulations. If the system lacks a quality guaranteed in writing at the time of transfer of risk, the customer has the right to withdraw from the contract.

Duration of Warranty

We grant a warranty period of one year on our plant in the ultrapure water area and on spare parts.

Consumables are outside the warranty.

The warranty period begins with the delivery by Stakpure GmbH.

Please inform your dealer before returning parts under warranty. Your dealer will then check your request, solve the problem himself or contact us.

Technical support

So that we can help you as quickly as possible, in urgent cases please contact us directly at: info@stakpure.de

If you need direct support with installation, application or problems, please contact your local dealer first.

We are very pleased to provide you with the best possible support and we will be very pleased if you are satisfied with our products.

Niederahr, 04.01.20