



**UR Fog Srl, in accordance with the legal provisions, guarantees its products for 2 years from the date of purchase of the first user/retailer.**

The duration of the warranty is defined as follows:

Keep all the documents related to the purchase of the products (invoice) as they may be required for the application of the warranty.

The warranty on the products will be applicable only according to the correct use of the products and in accordance with the provisions of the installation and use manuals. The warranty is valid for all possible manufacturing defects of material and for failures not attributable to the user. Regarding the installation, the maintenance and any intervention on the installed products, these operations are the exclusive competence and responsibility of the installer and are not covered by this warranty.

The warranty extension entitles to replace the defective product with an identical or equivalent product, or to repair it if possible, at UR Fog's discretion.

All products that have been replaced under warranty become the exclusive property of UR Fog; products supplied as a substitute do not give rise to an extension of the initial guarantee, benefiting from the remaining warranty period for the replaced products.

Therefore, in case of warranty replacement, you will not need to register the warranty again.

*Please note:*

The warranty does not apply to accessories (fluids, batteries, additional boards) and other consumables.

The warranty does not apply in the case of:

- Failure to comply with the installation or maintenance instructions specified by UR Fog
- Handling and/or connection errors during installation
- Misuse of products or non-compliant use with UR Fog specifications
- Interventions, modifications or transformations of any kind (electronic, electrical, chemical or mechanical) outside of what is indicated on UR Fog instructions
- Breakage due to falls, bumps or dives in liquids
- Natural disasters, atmospheric phenomena (such as lightning damage) or vandalism, as well as any case where an unforeseeable event after purchase, independent of the will of UR Fog, of which neither the occurrence nor the effects can reasonably be foreseen, and which can prevent the execution of essential obligations
- Use of power supplies other than those indicated by UR Fog
- Damage on moving or used parts
- Use of fluids not authorized and sold by UR Fog
- Transport accidents
- Negligence or lack of maintenance by the user/installer
- In case of special conditions of use (wet, acid or dusty environments, high temperatures beyond the operating specifications provided by the manufacturer, chemical emanations...)

In the event of a failure of the product, it is necessary that the installer who took care of the installation contact the Technical Support Service by phone on **0039110133037** or send an email to the address **support@urfog.com**.

If necessary, they will communicate a return number as authorization that must always accompany the product.

Products without such authorisation may be rejected or considered unguaranteed.

The defective product must then be delivered to the Reseller where it was purchased; the Reseller himself will care of sending it to UR Fog.

The products must be shipped to UR Fog in durable packaging to avoid damage during transport:

all products that are damaged will be considered out of warranty.

The costs of shipping are at the sender charge; products sent to UR Fog charge will be rejected.

**UR FOG S.r.L**

Sede legale / Legal Office: via Giacinto Collegno n°11 - 10143 Torino - Italy

Sede operativa e magazzini / Operation and delivery to: via Toscana n° 38 - 10099 San Mauro T.se (Torino) - Italy

C.F. / P. Iva 10724850010 - Reg. imprese TO - 1157030 - Numero Iscrizione Reg. AEE: IT19050000011412

Numero Iscrizione Reg. Pile Accumulatori IT19100P00005758 Cap. Soc. Euro 10.000 int. versati

Tel. +39 011 0133037 | Fax +39 011 0133005 | e-mail : info@urfog.com