

SMOKE FACTORY

FOG AND HAZE GENERATORS

Warranty Conditions

Effective only for the Federal Republic of Germany SMOKE FACTORY grants you warranty for the machines in the portfolio of Smoke Factory according to the following conditions. For warranty conditions outside of Germany, please see point 7:

1. Free of charge, subject to the following conditions (No. 2 - 6) we will repair any defect or fault in the unit if it is caused by a proven factory fault and has been advised immediately after appearance and within 36 months of delivery to the end user. Insignificant deviations of the regular production quality does not guarantee replacement rights, nor do faults or defects caused by water, by generally abnormal environment conditions or an unavoidable accident.
2. Warranty Service will be done in the following way: Faulty parts will be repaired or replaced according to our choice with the correct parts. Faulty units have to be brought to us or our authorized service centers or to be sent to us or our service centers at the customers expenses. The invoice and/or receipt showing the purchase date and the serial number has to come with the faulty unit, otherwise we cannot honor the warranty. Parts that are replaced become our property.
3. The customer loses all rights for warranty services, if any repairs or adjustments are done to the units by unauthorized persons and/or if spare parts are used which are not approved by us. The right of warranty service is also lost if fluids other than the original SMOKE FACTORY-fluid have been used or if units are sent to us with full fluid bottles. Also non compliance with the instructions in this manual or mistakes by incorrect handling/treating of the machine will lead to a loss of guarantee and also any faults and damages caused by undue force.
4. Carrying costs caused to warranty services are borne by the customer himself.
5. Warranty services do not cause an extension of the warranty time or the start of a new warranty time. The warranty for replaced parts ends with the warranty time of the whole device.
6. If a defect/fault can not be repaired by us in a satisfactory time frame, we will do one of the following within 36 months after sale (customer may choose):
 - a. replace the whole unit for free or
 - b. refund the lesser value or
 - c. take back the whole unit and refund the purchase price, but not more than the usual market price at the time of the refund.
7. Further claims, especially for damages, losses etc. outside the unit are excluded, if the liability is not statutory. Outside the Federal Republic of Germany the warranty conditions of our local agencies take effect. Our local agencies in and outside the Federal Republic of Germany will provide you with the warranty conditions any time. In case you do send the Carpet Crawler in for warranty repairs, please make sure that the fluid is removed from the bottle.