

Warranty

IKI LLC (the manufacturer) assures a warranty to its products as stipulated here, guaranteeing the quality and functionality of the products during the warranty period. The warranty requires that the buyer follow the instructions regarding the placement of the heater, its installation, use and maintenance as well as those regarding the qualities of the stones used in the heater. The length of the warranty period is 24 months from the day of purchase or from the day of purchase for private family use. The warranty period for spa saunas and other public-use saunas is 6 months or determined according to the frequency of use. Contact the manufacturer for more details.

The warranty for electric heaters requires that:

- 1 In case of defect or malfunction, the buyer must always contact the manufacturer or sales agent / retailer before searching for the cause or attempting to repair it. Any repairs must be agreed upon in writing with the manufacturer.
- 2 In private apartment use, the heater's stone space needs to be cleaned out and re-piled at least once a year and weathered stones need to be replaced with new ones.
- 3 In institutional or professional use, the heater's stones must be re-piled at least annually. If this is not done, the warranty ceases to apply. In addition, the stones must be changed to new ones at least once a year. Proof, such as the product's purchase receipt, must be presented at request. The use of ceramic heater stones (other than those from kerkes.fi) is prohibited.
- 4 The warranty does not cover dismantlement or reinstallation on sauna benches, removal of sauna stones nor re-piling them.
- 5 The warranty for replacement parts is 12 months from the day of purchase. The replacement for the damaged part will be delivered at manufacturers cost. The installation of the replacement part must be carried out by an licensed electrician. The guarantee does not cover the faulty part removal or repair costs on the field. If the heater is returned to the manufacturer or retailer within 2 years from the date of purchase, the importer will provide free repair work, but may charge for spare parts if the warranty period has expired. The guarantee is void if installation and wiring has not been carried out by a licensed electrician or authorized and licensed service representative. The electricians or installers signature is needed below. The guarantee is not valid if the information below is not filled out and returned to the manufacturer or importer within 15 days of purchase. The warranty is limited to the first installation of the product and to the original buyer.
- 6 Limitations to warranty: The product owner must take good care of the product. On receiving the product, the owner is expected to check that it does not show signs of damage caused during shipping or storage. In case of such damage, they must contact the sales agent or transport company immediately. The manufacturer is not liable for any damages caused during shipping, or by inappropriate storage, installation or use against manufacturer's instructions, neglect of maintenance, or damage caused by placement of the heater in a place which does not meet the recommendations made by the manufacturer. Replacing any parts in the heater does not extend the original guarantee period.
- 7 Damage notifications: The owner is responsible for notifying the manufacturer, the sales agent, or manufacturer's authorized mechanic of any damage or malfunction as soon as it appears and within 14 days. Any warranty related claims must be submitted within 14 days from the closing date of the product's warranty period. The manufacturer is not liable for reimbursing any expenses, business loss or other direct or indirect harm occurred to the buyer from damages or malfunction.