

## HOUNÖ's general terms and conditions for 4-year warranty

The following parts warranty applies to HOUNÖ CombiSlim and Visual Cooking II SE ovens. Here in after referred to as the Unit. The warranty is subject to the conditions set forth below. The warranty covers any defect, which can be attributed to material or manufacturing defects during normal use of the Unit.

1. The warranty period runs for 48 months from the factory invoice date of the Unit.  
The first 12 months is the general factory warranty.  
The following 36 months covers all parts needed for covered repairs
2. The warranty period can be postponed up to 6 months to start at the installation date.  
Register the oven at HOUNÖ's website [www.houno.com](http://www.houno.com) to validate the extended parts warranty.  
The unit must be registered within 8 weeks from the date of installation.
3. During the warranty term, the customer shall contact his supplier of the Unit and claim warranty.
4. During the warranty term, HOUNÖ has the right to either repair or replace the defective parts or to replace the Unit.
5. The warranty period will not be extended following the performance of warranty service nor does it trigger a new warranty period.
6. HOUNÖ does not cover transport costs or risks when shipping warranty parts.
7. The warranty does not cover incorrect installation<sup>1</sup>. This applies to defects and damage in connection with the use of soiled, aggressive water, sub-standard gas, or electricity with unsuitable voltage or current.
  - a. Water quality must be verified during installation and if required, appropriate filter must be applied and cartridge replaced as specified.
  - b. The installation checklist must be completed by an authorized service company and is mandatory to the extended warranty.
8. Furthermore, the warranty shall not apply to damage and malfunctions caused by the build-up of lime scale or calcium deposits in the Unit.
  - a. 'Combiwash' must be conducted regularly<sup>2</sup>. Oven Cleaner and Oven Rinse must be recognized products.
9. Warranty shall be excluded by incorrect use of the Unit<sup>3</sup>.
10. The warranty does not cover normal wear and tear of the Unit.
11. The warranty shall not apply if spare parts other than original HOUNÖ spare parts are used during the warranty period.
12. The warranty shall not apply if the Unit is installed or serviced by a person who is not authorized by HOUNÖ A/S, during the warranty period.
13. Lamps, seals and interior glass are not covered by the warranty.

In so far as the relations between the parties are not governed by the general terms and conditions for warranty above, the general rules of Danish law shall apply. Any disputes arising between the parties as to this warranty shall be settled by the court in Randers, Denmark or by the Western Division of the Danish High Court (Vestre Landsret), dependent on the value of the subject matter.

---

<sup>1</sup> See the HOUNÖ Service & Installation Manual for correct installation.

<sup>2</sup> See the HOUNÖ Service & Installation Manual for correct operation.

<sup>3</sup> See the HOUNÖ User Manual for correct use.