



Holetherm Guarantee Card

Holetherm is a trademark of Lewo B.V., hereinafter referred to as Lewo.

Lewo ensures the proper functioning and reliability of the materials used and the Holetherm products installed, provided that the following conditions are respected:

Guarantee period:

The guarantee period for double-walled (DW) Holetherm products is 30 years, calculated from the date of installation.

Terms and conditions of the guarantee

1. The Holetherm product must be installed by a certified (open) fireplace / stove installer, hereinafter referred to as: the installer;
2. The user must be in possession of the guarantee card, which has been filled in by the installer.
3. The Holetherm product must:
 - have been installed in accordance with the rules of the general and local regulations and in compliance with Lewo's instructions;
 - must still be installed at the location where it was installed (without having meanwhile been uninstalled);
 - only be used in accordance with the requirements, as described in the accompanying documentation. The instructions can also be found on the Holetherm website (www.holetherm.com);
 - have undergone a proper inspection and / or maintenance round, at least once a year, according to the installation instructions, performed by an engineer or qualified chimney sweep, unless a different instruction was written by the installer.
4. Repairs may only be performed by an installer and only with the use of Holetherm parts. The use of another brand of parts is never permitted.
5. The guarantee only covers the material and/or workmanship faults arising during the guarantee period, at the discretion of Lewo. In some cases, Lewo must be given the opportunity to check whether the warranty claim is justified, if necessary, on site. Repair or replacement of parts does not extend the original guarantee period.
6. The defect must not be caused by or be the result of:
 - fault or negligence by the user or installer;
 - harmful external influences. This includes indicatively, not exhaustively: fire, flood, lightning and vibration;
 - addition or treatment of one or more components of the Holetherm Product, unless Lewo has previously given explicit permission, in writing, for this.
7. Labour costs and travel costs are not compensated, except if agreed otherwise, in a specific case.
8. Defective parts, which are sent by the installer to Lewo, automatically become Lewo's property. This also applies for parts which are not covered by the guarantee, unless Lewo is specifically requested, in writing, to return these parts the installer. With obtaining ownership of these parts,

Lewo B.V.
Laagerfseweg 29
3931 PC Woudenberg

Lewo also has the right to destroy them.

9. The risk of transportation of parts is not covered by the warranty and is borne by the user.

The reply card must be completely filled and signed by the user and sent to Lewo by the installer within 2 weeks after installation, together with a copy of the installer's delivery note, which must indicate the address to which it has been delivered, the specification of the delivered items and the date of delivery/installation. The user must retain the original delivery note and completely the guarantee card, which had been filled in and signed. On request, the user must present this guarantee card to the installer or to Lewo.

The installer is the first point of contact in the case of faults, for service and for dealing with the guarantee. Lewo's liability is expressly limited to the fulfilment of the guarantee obligations described in this warranty card. Any claim for damages by the user against Lewo, subject to mandatory provisions relating to product liability, is therefore excluded.

If Lewo is liable for any failure in the performance of this guarantee, the damage which the user can claim is limited to direct loss, as a result of the failure, which, excluding any operational, consequential or indirect damages, with a maximum of the original purchase price of the Holetherm product, or to the original price of the services provided, or to the amount which is covered by Lewo's liability insurance and which is paid in the relevant case.

The rights provided pursuant to this guarantee document are only transferable to a third party, if this third party is the subsequent owner of the property in which the Holetherm product is installed and the Holetherm product has not been moved or uninstalled.

Lewo B.V. is now established at 29 Laagerfseweg (3931 PC) Woudenberg.



To be filled in by the installer:

Holetherm product number:

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Name of installer:

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Date of installation:

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Signature of installer

Reply card

Installed at:

Name:

Address:

Postcode:

Town/city:

Tel:

E-mail:

Installer:

Company Name:

Address:

Postcode:

Town/city:

Type (e.g. HT150 DW):

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OBLIGATORY TO ATTACH:

Copy of the installer's delivery note, which must indicate the address to which it has been delivered, the specification of the delivered items and the date of delivery/installation