

Contractual conditions for a 5-year warranty certificate

If a warranty extension is concluded, this results in a contract regarding the provision of warranty service between SFC Energy AG, Eugen-Sänger-Ring 7, 85649 Brunenthal-Nord (SFC) and the customer.

1. Prerequisites

1.1. The warranty extension is exclusively valid for the EFOY fuel cell with the serial number specified in the application and is non-transferable to other devices. The warranty extension is only granted for devices that are exclusively used in the private sector. Commercial use excludes claims under the warranty extension.

1.2. The certificate is personalized. In the event of resale of the EFOY fuel cell, the certificate is not automatically transmitted. If the customer cedes rights from this warranty extension to the purchaser in connection with the sale of the EFOY fuel cell, then the customer must inform SFC accordingly.

1.3. The certificate can only be purchased in the event of a new purchase of an EFOY fuel cell at a dealer in the EU27 states as well as in Norway and in Switzerland. It can be purchased for up to 3 months after the purchase (date of the purchase contract) of an EFOY fuel cell.

2. Term

2.1. The warranty provisions for the EFOY fuel cell in the leisure sector apply. With the certificate, the applicable conditions (<https://www.efoy-comfort.com/warranty-regulation>) are extended from 24 to 60 months, calculated from the date of the purchase contract.

2.2. If the current value of the EFOY fuel cell is compensated as part of the warranty, this also ends the warranty extension. If the EFOY fuel cell is replaced, then the remaining term is transferred to the device provided as a replacement.

3. Warranty claims

3.1. In the event of a warranty claim, the instructions of the warranty provisions (<https://www.efoy-comfort.com/warranty-regulation>) for the EFOY fuel cell are to be followed.

3.2. In the event of faults, EFOY customer service is generally to be contacted within the warranty period. You can reach EFOY customer service as follows:

Address

Telephone number

Email address

Specify the type of defect, the device type as well as the serial number. In order to avoid transport damage, the device may only be shipped after consultation with EFOY customer service. Before shipping the product, an RMA number must be requested from EFOY customer service. Otherwise SFC will reject liability for transport damage.

You can read our warranty conditions here: <https://www.efoy-comfort.com/warranty-regulation>

Date: 23.05.2018