



**Iso Italia Group srl**  
Italian Spa Beauty and Tanning equipment  
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## **ISO BENESSERE GUARANTEE TERMS**

### **GENERAL GUARANTEE TERMS**

The Manufacturer ensures the contractual products from the date of delivery under the following conditions:

- a) **Electrical, electronic, hydraulic and mechanical parts** for **1 year from the installation date (6 months for the second hand equipment)**.
- b) **Plexiglass** only in case of production defaults for a maximum period of **2 months from the installation date**;
- c) **Water mattress**: only in case of production default, for a maximum period of **2 months from the installation date, only after returning the material** and acknowledging the defect, any color change will be considered a defect since it may have been caused by the type of water used and the frequency of maintenance (see user manual and maintenance). Color change can not to be intended as a vice because of the regular exposure to light and the use of water that may contain impurities;
- d) **Wood and leather finishing edges and seats, mattresses** : only for defective production, and in any case for a maximum period of **2 months from the date of installation**. For wood finishes it is normal to consider a slight variation in color, due to natural light exposure;

**The guarantee consists in the free replacement of those parts that should be damaged within the terms of the above mentioned points, excluding production and transport.**

### **GUARANTEE VALIDITY**

**ATTENTION** to maintain the guarantee validity:

- a. The equipment must be inspected at least every six months by authorized technical people by ISO Italia Group srl who will have to make the correct checking operations according to the User's Guide and Maintenance Manual of the equipment.
- b. The temperature in the room where the appliance is installed must not exceed 30°C.
- c. The power supply systems must be realized in accordance with the applicable regulations and be accompanied by a declaration of conformity.
- d. All prescriptions / indications will be provided within the operating and maintenance manual.

### **GUARANTEE COUPON**

Customers must send to the manufacturer within 10 days, from the date of installation, the equipment guaranty coupon duly filled in and signed for the validity of the guarantee itself. Failure to comply with these conditions will let the Manufacturer be free from any responsibility, repealing the guaranty of the equipment.

### **GUARANTEE REPEAL**

Guaranty is void if:

- a) Failure in filling the data in the web portal;
- b) Manumission of the equipment;
- c) Assembly of non-original parts or spare parts;
- c) Performing assistance, maintenance or repair work by people non authorized by ISO Italia Group srl.

