

HOUNÖ's General Terms and Conditions for 4-Year Warranty

The following Warranty ("Warranty") applies only to HOUNÖ CombiSlim and Visual Cooking II SE ovens ("Unit(s)"). 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 ("Warranty Period").

The first 12-month period is the general factory warranty.

The following 36 months cover all parts needed for covered repairs.

2. The start of the Warranty Period can be postponed up to 6 months from the factory invoice date until the installation date.

Register the oven at HOUNÖ's website www.houno.com to validate the Warranty.

The Unit must be registered within 8 weeks from the date of installation.

3. The Warranty applies only if the Unit is at all times up and until the date of installation stored at an air-conditioned location at a temperature, which is stable and above 0 °C.
4. During the Warranty Period, the customer must contact his supplier of the Unit to claim any warranty repair.
5. During the Warranty Period, HOUNÖ has the right to either repair or replace the defective parts or to replace the Unit.
6. The Warranty Period will not be extended following the performance of warranty service nor does it trigger a new warranty period.
7. HOUNÖ does not cover transport costs or risks when shipping warranty parts.
8. The Warranty does not cover defects covered by incorrect installation¹. This includes defects and damage caused by the use of soiled, aggressive water, sub-standard gas, or electricity with unsuitable voltage or current.

Water quality must be verified during installation and if required, an appropriate filter must be applied and cartridge replaced as specified.

- a. Oven damage due to absence of a necessary HOUNÖ PROTECT HydroShield water filter or RO (reverse osmosis system)² will render the Warranty void!
- b. The installation checklist must be completed by an authorized service company and is mandatory to obtain the Warranty.

¹ See the HOUNÖ Installation Manual for correct installation.

² RO: Reverse Osmosis water treatment is accepted provided that:

- a. It is proper maintained at any time
- b. It complies with local food grade regulations (i.e. closed system)
- c. Water pressure and flow meets oven requirements at any time

9. Furthermore, the Warranty does not apply to defects or damage caused by the build-up of lime scale or calcium deposits in the Unit.
 - a. Oven damage due to lack of regular cleaning with HOUNÖ PROTECT Detergent Intense and Rinse Aid may render the Warranty void!
10. Warranty does not cover defects caused by incorrect use of the Unit³.
11. The Warranty does not apply if spare parts other than original HOUNÖ spare parts are used during the Warranty Period.
12. The Warranty does 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. The Warranty does not cover normal wear and tear of the Unit.
 - a. Lamps, seals and interior glass are not covered by the Warranty.
14. The Warranty does not cover defects on the heating or electronic elements of the Unit if the time between the factory invoice date and the installation date exceeds 12 months.

Disputes related to the above shall be resolved solely and exclusively under Danish law, with the exception of the International Sale of Goods Act (CISC) (opt-out) and any provisions on the choice of law. Any dispute or claim arising out of or in connection with this Agreement, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the Rules of Procedure of the Danish Institute of Arbitration (Danish Arbitration).

³ See the HOUNÖ User Manual for correct use.