



Warranty Certificate

Important:

Menikini warranties against manufacturers defects for all of our steam machines and equipment except accessories and hoses: The warranty period begins on the installation date providing the Warranty Registration form completed and returned within thirty (30) days from the date of purchase. Warranty will commence from the date of purchase if the Warranty Registration is not returned within thirty (30) days.

Please note this warranty only covers the initial purchaser and DOES NOT cover accessories and hoses.

Ask about our extended warranty program.

1. Validity

The warranty is valid only when:

- a) The product is purchased from Menikini's authorized dealers or outlets.
- b) The Product is NOT transferable to any third party either in ownership or during the period of contract.
- c) The Product is not repair or service by any party other than those appointed by Menikini.
- d) The model and serial label should not be defaced or removed from the Product.

2. Exclusion

The warranty is not applicable to:

- a) Damage or loss caused by modification, alteration, repair by any unauthorized party.
- b) Damage or loss caused by mishandling of the customer or person(s) that has accessed to the Product in the customer's premise.
- c) Normal wear and tear.
- d) Damage or loss caused by Acts of God or any other sources beyond Menikini's control.
- e) Damage or loss as a result of external bodies.
- f) Damage or loss caused by another device that is connected to the Product.
- g) Damage resulting from accidents, misuse, abuse, tampering or failure of the customer to follow normal operating procedures outlined in the user manual.
- h) General Maintenance and servicing.

Menikini steam machine warranty

In the rare case that your machine arrives and does not work, the only course of action is repair or replacement AT MANUFACTURERS DECISION.

In order to honor the warranty the following must be followed:

- If your equipment received with a defect, Menikini will take care of the shipping fees (at Menikini's Instruction) and immediately ship replacement equipment or repair the equipment.
- If your steam machine or equipment are in need of repairs, the owner must contact Menikini and will receive a Return Authorization Number (RA) and all of the necessary information. Menikini will not accept returns without a RA number.

- All returns must be properly packaged to prevent damage during shipment. An explanation of the problem or damage and a proof of purchase must be submitted with the return which will be shipped by the owner.
- The RA number must be clearly visible.
- The owner will be responsible for insurance of the merchandise (at his costs) because Menikini will not be responsible for damages or loses during shipment.

The warranty is void if: The damages are as result of an accident, abuse, alteration, non authorized usage, a major force, or use of other electricity than that indicated on the machine.

The warranty is void if: The product was used with other substances besides water in the water chamber. The warranty is void if: repairs, modifications, or alterations were done by a person not authorized by Menikini.

The warranty is void if: the owner or user neglected to do routine maintenance required and the damages or problems are directly related to such neglect. It is the users responsibility to keep equipment in proper condition.

*****Certain parts of the equipment are not covered by the Menikini warranty due to the fact they require replacement after multiple use. For example, buttons, hoses, seals, etc. These parts will eventually require replacement at the owners cost.**

The manufacturers will not be held responsible for damages or monetary loses related to the purchase or the use, of their equipment. Menikini excludes his responsibility for all physical and moral damages linked to the purchase and use of their products. In all cases, the damages cannot exceed the purchase price paid by the initial owner.

The final decision to honor the warranty is taken by Menikini personnel after a technical inspection after the owner returns defective products.

This warranty excludes:

1. Shipping costs for replacement parts
2. Shipping costs of defective machines
3. Replacement costs of products worn out by normal use
4. Replacement costs of products due to neglect, abuse, lack of maintenance and scaling limestone problems.

Warranties are **NON TRANSFERABLE**

POST SALE SERVICE

Because we think a strong post sale service is fundamental, we provide every new client with FREE training on every industrial or commercial generator.

Technical Support

All our main Distributors are equipped with an extremely knowledgeable and certified team of technicians who are available to assist you with any questions or needs that you have.

General Vapeur G.V. S.p.A.

Headquarters: Strada per Castelletto 19/21 - 20080 Albairate (MI) - Italy
Phone: +39.02.94981104 • Fax: +39.02.94981134
infoclienti@menikini.com • www.menikini.com • C.S. € 1.800.000

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industrial sanitizing
with ecological dry steam