



Comfortable
Heating. With wood!

Warranty

Scope

For the boiler body, we have extended the compulsory warranty period from two to five years. For electrical and other components, the warranty period is two years.

Conditions

In addition to any legal stipulations, the following legal requirements must also be met for all warranty claims:

- The heating system must be commissioned by our customer service department or by an authorised specialist company.
- The heating system must be operated as specified in the Operation Manual.
- The installation of the heating system and the hydraulic components must meet the requirements in the operating manual and the specified HDG hydraulic schemes.
- The heating system must be installed according to applicable rules, regulations and guidelines.
- The fuel quality must correspond to the requirements specified by HDG Bavaria GmbH.
- An HDG delivery system must be used.
- The system must be maintained by HDG approved engineers.

Warranty exclusions

The warranty does not cover:

- Damage due to improper use or installation, nor damage caused by inadequate maintenance or by operation of the equipment or heating system in an impermissible way.
- Damage caused by external influences (such as fire, water, lightning, excess voltage) and normal wear and tear (such as seals, etc).