

Quality certificate

At R.B.M. raw materials undergo rigorous checks. We guarantee a careful product selection and use cutting-edge manufacturing techniques.

Manufacturer's liability for damage from defective products.

DURATION

R.B.M. is liable for the system for 10 years from its sale within the limits and conditions as per art. 114 and ss. Legislative Decree 06.09.2005 n. 206 . The replacement or repair of the Product or of one of its components does not extend the duration, which remains unchanged.

THE SERVICE PROVIDED BY R.B.M.

The service covers the damages that R.B.M. is required to pay for compensation as civilly liable by law for material damage and/or bodily harm accidentally caused to third parties due to a defect of the products, after their delivery to third parties and thereby benefiting from third-party liability insurance on products with ceiling of €10m for each accident and for year. Expenses for product replacements and repairs, costs for inquiries by anyone not authorised beforehand by RBM, property damage deriving from non-compliance of the product with its intended use, damage caused by the infringement of patents and/or trademarks, and penalties are excluded.

LIABILITY OPERABILITY AND EFFECT

An essential condition is to ensure that the installation of the product has been carried out according to the provisions for the design, installation and operation of the system, which must be installed by a specialised heating and plumbing installer. Furthermore, the product must be installed in accordance with applicable laws and the highest professional standards and the installer must provide a system certification. Finally, the instructions and warnings for the use and maintenance of the system must be complied with.

EXCLUSIONS

R.B.M. shall not be liable in case of damage or malfunctions that are due, among other reasons, to facts and faults not attributable to the manufacturer and in any case to the following causes:

- use of non-original parts and/or products and/or components and accessories or not recommended by R.B.M.;
- failure to comply with rules, regulations, use;
- installation defects or failure to take the necessary precautions to ensure execution to a professional standard;
- maintenance defects, negligence and careless use;
- failure to comply with the instructions and warnings provided by R.B.M. and/or by the installer;

- tampering, maintenance in general, work by unauthorised personnel;
- anomalous use, use of aggressive liquids or otherwise unsuitable for correct storage and use;
- damage caused by incorrect or avoidable work in the attempt to remedy the defect;
- anomalies or malfunction of non-R.B.M components;
- corrosion, encrustations or failures caused by stray currents, condensation, aggressive or acid water, descaling treatments carried out incorrectly, lack of water, sludge deposits or limescale;
- accidents, force majeure such as frost, overheating, fires, natural events (hail, tornadoes, lightning, floods, earthquakes), etc.;
- hydraulic and/or electrical systems that do not comply with current standards.

Technical work to eliminate the above defects and resulting damage must be agreed with R.B.M., which reserves the right to accept or refuse the assignment. In any case, it must be specifically agreed upon and according to the workers or best rates or quotes for the work to be carried out.