



Limited Warranty

Narvi Ltd, Business ID 2087049-2, registered in Finland (“Narvi”) warrants its products against premature failure to the original purchaser (“customer”) as described herein.

WARRANTY PERIODS FOR PRIVATE USE

Private use refers to the use of the product in private person’s own and family’s household for non-commercial purposes. Normal private or family use means, for example, one sauna session per day.

Category	Warranty period	Exceptions
Woodburning stoves, masonry cauldrons, smokers and fireplace stoves	2 years	
Electrically heated stoves, infrared heaters and control panels	2 years	Resistors 12 months Infrared heater 6 months
Spare parts and accessories	2 years	Excludes small accessories or consumables

The warranty period is product-specific and starts from the date of purchase of the product.



WARRANTY PERIODS FOR OTHER USE

Non-private product.

Category	Warranty period	Exceptions
Woodburning stoves, masonry cauldrons, smokers and fireplace stoves	1 year	Excludes small accessories or consumables
Electrically heated stoves, infrared heaters and control panels	2 years	Resistors 6 months Infrared heater 6 months

The warranty period is product-specific and starts from the date of purchase of the product.

1. Warranty coverage

1.1. Narvi grants a warranty for its new products in accordance with these warranty terms. The warranty applies to defects in materials and workmanship that occur in the product under normal use during the warranty period.

1.2. This guarantee in no way limits the rights of the consumer under the applicable law.

1.3. The warranty only applies to those new products sold by Narvi or its authorized distributors or dealers.

2. The warranty does not cover

2.1. Defects or damages caused by improper installation, alterations, or substitutions of components, accidents, acts nature or natural disasters, misuse, abuse, negligence or due to non-compliance with Narvi's instructions for installation, use or

maintenance.

2.2. Consumable parts and components, such as resistors, clock switches, thermostats, relays, sauna stones, firebox fire protection plates etc, unless the part in question is specifically mentioned in the warranty periods defined above.

2.3. Defects or damage due to non-intended use, or that the customer has chosen a product that is not suitable or incorrectly dimensioned for the purpose.

2.4. Defects or damage caused by transportation or storage of the product. Products have to be stored indoors, in warmed (at minimum 0°C), dry and well-ventilated storage area.

2.5. Defects or damage caused by the use of sauna stones other than those recommended by Narvi or incorrect assembly of sauna stones.

2.6. Defects or damage caused by the use of other substances or objects in connection with the product, for example, salts, chemicals and other decorative items.

2.7. Products that have been modified or repaired without the express approval of Narvi, or where non-original Narvi spare parts have been used.

2.8. Products from which the original manufacturer's product markings have been removed or damaged.

2.9. Damage caused by insufficient ventilation, constant humidity or other than appropriate installation location or use, manifested e.g. by rusting, sooting and discolouration of the product.

2.10. Removal and re-installation cost, service calls to diagnose trouble and transportation or shipping costs.

3. Fulfilment of warranty claim and limitation of liability

3.1. Narvi has the right to fulfill the warranty claim at its discretion by repairing or replacing the product or part thereof or granting a price reduction for the product. Narvi may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s). Parts and/or service replacements made under the terms of this limited



warranty are warranted only for the remaining period of the original product warranty.

3.2. Narvi shall not be liable for any incidental, consequential, special, or contingent damages anyone might suffer due to the defective product, including loss of income, business or other direct or indirect damage or cost. Narvi does not compensate for damages caused by a delay in fulfilling the warranty claim.

3.3. Narvi will not be responsible for environmental conditions such as inadequate vents or ventilation, excessive venting configurations or negative air pressures which may or may not be caused by mechanical systems such as exhaust fans or furnaces.

3.4. The warranty becomes void if the main purpose of use of the product changes during the warranty period.

3.5. If an electric heater manufactured by Narvi is connected with a control device other than a Narvi control device, the customer must ensure and be responsible for ensuring that the control device is compatible with the electric heater and that it meets the control device requirements for sauna use.

3.6. If it is found that a defect or defect reported by the customer is not covered by the warranty, Narvi has the right to charge the customer for the costs and work related to the search for and location of the defect or defect, including travel and labor costs, in accordance with the actual costs. This can be applied, for example, when the customer has caused the damage and was aware of it.

3.7. The warranty is valid only when the customer has, for their part, fulfilled their obligations by following the instructions provided by Narvi.

3.8. Without specific written exclusionary waivers, no one has authority to add to or vary this limited warranty, or to create Narvi any further obligation of liability in connection with the product or part thereof.

4. Warranty claim

4.1. The customer shall report any defect in materials or workmanship in the product within a reasonable time, however within 14 days at the latest, from the discovery of the defect or



from the time when the defect should have been detected.

4.2. The notification must be made in writing to the seller of the product. The customer must provide proof of purchase, the type designation of the product, if any, a clear description of the defect and a description of the environment and conditions of use of the product during the warranty period.

4.3. When receiving the product, the customer has checked that there are no transport or storage damages. Any transport or storage damage detected must be reported to the carrier immediately and the deviation must be noted in the consignment note. In addition to the consignment note entry, pictures of the damaged product packaging and the product must be delivered to the manufacturer if the transport is arranged by the manufacturer. These are prerequisites for obtaining compensation for transport or storage damage.

4.4. The consumer must present proof of purchase of the product to the seller of the product. The proof of purchase together with these warranty conditions serves as the warranty certificate for the product.

4.5. The consumer should primarily contact the seller of the product. If the seller fails to resolve the case, the case must be forwarded to Narvi in accordance with the instructions given.

4.6. The product is required to be installed, used and maintained in accordance with Narvi's instructions for installation and use. Faulty product shall not be installed or used.

4.7. The electrical equipment is required to be installed and connected to the mains by a qualified electrician in accordance with Narvi's instructions for installation and use and current regulations.

4.8. If requested by Narvi, the defective product will be sent back to Narvi.

5. Applicable law and dispute resolution

5.1. These warranty terms are governed by Finnish law.

5.2. Disputes arising from the warranty terms shall be finally



settled in the District Court of Satakunta in Finland.

These warranty terms shall apply unless Narvi has committed to otherwise in writing.

NARVI

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Electrical sauna heaters

Wood-burning sauna stoves

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