

Right of complaint Aduro Hybrid/Pellet stoves

Congratulations on your new Aduro hybrid stove/pellet stove. The right to complain applies in accordance with the sales act in the country where the stove was purchased. Receipt with date is valid as proof.

All pellet stoves may require adjustment of combustion air and auger speed to optimize function and reach effective and clean combustion. Aduro A/S and service partners can monitor and adjust stoves on the Aduro Cloud. However, it is only possible if the stove is connected to the cloud via Wi-Fi. Therefore, Aduro A/S cannot handle complaints regarding function and combustion if the stove is not online and connected to the cloud.

If you have difficulties getting the stove online, it may be because of your local Wi-Fi network, router, or phone setup. You can find guidance on Wi-Fi in our [Customer Service Center](#) – but it is not the responsibility of Aduro A/S to ensure a successful connection. To get the stove online, you can purchase a service visit. Alternatively, some Aduro resellers offer this assistance.

The right of complaint does not cover:

- Damages resulting from incorrect installation and use of the stove, overheating and wrong or missing maintenance of the stove (including the mandatory service visits)
- Consumable service parts (glass, gaskets, insulation tiles, slides, painted surfaces, electrical igniter, sensors/switches, brazier in cast-iron, cast-iron grate), which are subject to normal wear and tear. You can buy these parts in our [online shop](#).
- Damages caused by electrical surcharge, (condensation) water in and around the chimney, too much or too little draft in the chimney and missing maintenance/cleaning of the chimney/flue pipe/installation.
- Damages to the stove caused by external influences or damages caused by the stove on other objects.
- Variations in color in the decoration parts, which may be ceramic or of stone, as well as crazed ceramics, grains of ceramic and stone are excluded from this right of complaint as they are natural features of the material and of the product use.
- Periodic checks, software updates, set-ups, periodic maintenance, appliance commissioning, and installation consultancy.

When is the right of complaint activated?

This is only activated if it is accompanied by a suitable and valid purchase document that indicates the date of purchase of the product. For stoves older than 12 months, a receipt / invoice from the annual service must also be enclosed.

During the right of complaint validity period, if the items purchased is found to be non-compliant due to manufacturing defects, ADURO A/S undertakes to eliminate the defect by repairing or replacing the single defective component or the equipment.

In the event of a replacement, the non-conforming product must be returned intact to the company or the dealer, complete with all the accessories.

Any repairs or replacement of components or the equipment itself will not extend the duration of this right to complaint. Your right to complaint will expire after the statutory years from the purchase date of the product as set forth in the previous clause.

When is the right of complaint invalidated?

Consumers lose all rights if they do not report conformity defects within two months of discovering them.

The following conditions must be in place before a complaint can be made:

- The stove must be used for purposes that are not related to any entrepreneurial or professional activity performed.
- The stove must be installed and commissioned by qualified personnel and strictly following what is indicated in the installation guide.
- Where foreseen, the consumer must have the declaration of conformity of the installation and the pellets/ firewood used and according to EU norms and the installation manual.
- The stove must be used and serviced in strict compliance with the installation guide provided, with particular reference to the fact that the ADURO A/S products are designed to work even in the harshest conditions but using them continuously at maximum or minimum power for long periods of time is not suitable for regular product operation.
- Annual maintenance must be performed on the product by an Aduro certified professional, or the right of complaint will be revoked.
- Modification of the product and/or tampering with the product by third parties other than an Aduro certified professional will cause this right of complaint to be revoked.
- The serial number and production number shown on the product must not be deleted and/or made illegible in any way.

No other type of right of complaint shall apply in case of damage caused by negligence, use or installation non-conforming to the instructions provided, tampering, modifications to the product or its serial number, damage due to accidental causes or negligence by the buyer, specifically regarding eternal parts.

Transport damage

The right of complaint does not cover damage caused by transport if not documented on the consignment note. Non-visible damage caused by transport is not covered if not reported to the dealer within 5 days from the date of receipt of the product itself.

Liability

ADURO A/S disclaims any liability for any damage which may be caused, directly or indirectly, to persons, animals or property as a consequence of non-compliance with any provisions specified in the use and installation manual, especially warnings regarding safety, installation, use and maintenance of the appliance.

Territorial extension of the right to complaint

This right of complaint applies to the country where Aduro has sold the product. If the product is moved to another country all rights of complaint are lost.

If the stove is moved to another country or area far away from the dealer at which the stove was purchased (e.g., to an island), you are not guaranteed service options for the stove. The stove should always be purchased in the country and area where it is to be installed.

General information

Aduro A/S also informs you that:

- Slight creaking of the structure during product ignition and turning off may not be considered as a fault and/or defect, as they are normal settling noises of the sheet metal due to thermal expansion.
- In the first 48-96 hours of operation, due to the working temperatures, the paint used on the product may tend to evaporate their organic part, which is not hazardous for the health of people and/or animals.
- ADURO A/S products are designed to operate even in the most difficult conditions but using them continuously at maximum or minimum power for long periods of time is not suitable for normal product usage.