

Warranty conditions

"Pure Pro" Ltd assumes the warranty of Air Purifier (s) Winix/Aerus for a period of 2/5 / two/five / years from its purchase.

The equipment is designed for air purification and filtration

1. The warranty of the purifier shall relate to factory defects that occurred during operation during the warranty period due to poor quality materials or improper workmanship, and shall include the labor costs of disassembly and assembly, as well as the value of the replaced parts.

The warranty does not cover spare parts and components that are worn and defective as a result of their normal operation. Warranty service may also be denied in the following cases:

- There is a discrepancy between the data in the document and the product itself;
- The conditions for installation, operation and storage are not met;
- Attempt to eliminate the defect by unauthorized persons;
- Damage caused by shocks, mechanical damage, shocks or overloads caused by carelessness, exposure to places unprotected from direct weather or at temperatures below 5C and above 40°C
- Damage caused by natural disasters - lightning, floods, electric shocks, fires and other force majeure circumstances;
- The warranty does not cover damage due to connection to a non-zero electrical installation;
- The BUYER can return the air purifier to 14-day period under the following conditions:
-In the original packaging (the box with the serial number). Purifiers without original packaging are not accepted back by the SELLER.

- The return from the BUYER must be together with the warranty card and the original invoice or receipt, which the BUYER receives when purchasing an air purifier.

- Air purifiers that are "damaged" in any way (torn or broken) will not be accepted by the SELLER.
- In case of non-compliance with the basic technical conditions for the normal operation of the purifier as follows:
 - Failure to follow the recommendations related to the normal operation of the air purifier according to the manufacturer's instructions.
 - The warranty also does not cover:

2. Damages caused as a result of improper transportation, storage, connection, careless management, non-maintenance / non-cleaning / of the machine.

3. On any self-performed repairs, alterations, structural changes, reprogramming, etc. unauthorized actions, except in cases specifically agreed in writing and agreed with the official importer or manufacturer, use of unapproved parts and components.

4. For goods left for repair and not sought within 1 month, the company is not responsible.

During the warranty period, the SELLER undertakes to replace with new or repair all defective warranty elements in its specialized service at: Sofia, 3 Sarantsi Str. After the warranty period you can use the same service.

The seller undertakes to deliver original spare parts for a period of five years after the date of sale and maintains perfect service.

In case of a technical problem, the BUYER sends the device to the specified address with a description of the problem, and the SELLER undertakes to inform the customer about the condition of the equipment and the next steps within 24 hours of receiving the product.



Better AIR: Best air cleaning technologies for fresh and clean air in your indoor environment

1. Initial installation for rental option

- Delivery and initial installation of equipment is free.
- When installing the equipment, our authorized service technicians instructs the daily maintenance and hygiene of the equipment.
- The term for delivery and installation of air purifiers is up to 5 working days, except in the case of other specific conditions.

2. Maintenance and prevention for rental option:

- Request for technical service or consultation with an authorized technical person can be made by phone: 02/8741046 or e-mail: info@purepro.bg
- The subscription includes:
 - Rental of equipment;
 - Visitation every 2-4 weeks for maintenance
 - Free replacement of filters by an authorized technician;
 - Visitation and an inspection of the equipment every 6 months;
 - Free service support, including replacement of the equipment;
 - Response to a technical issue or need for on-site consultation: up to 6 hours



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