

5  
years

# Certificate of Warranty

Mar 2

Congratulations and thank you for choosing this outstanding fire fighting liquid **Mar 2** from Flamark. Flamark is the leading company in the research, development and manufacture of advanced fire fighting systems and devices. All of our products are tested and certified by a large number of national and independent certifying organizations in different countries around the world. The effectiveness of Flamark's products has been widely proven in practice.

With this document Flamark warrants that this product is free from defects that can affect its reasonable operation during installation and under normal use during the period of this warranty.

## 1. Definition of Terms:

The terms listed below have the following meanings:

**Flamark** – Flamark Ltd, HR-10090 Zagreb, Ante Topića Mimare 40.

**Customer** – the person, enterprise or organization that is the end-user of Flamark's products.

**Distributor** – the company that is authorized by Flamark to represent, sell, install and maintain Flamark's products in an individual country.

**Reseller** – the company that is authorized by distributor to sell and install Flamark's products in a specific area.

**Product** – the **Mar 2 additive for fire fighting equipment under pressure and for fire fighting against forest fires.**

## 2. Warranty conditions

### A. Validity

The warranty is valid only if:

- The product is purchased from an authorized Flamark dealer or reseller.
- The product is marked with the original serial number and date of production.
- Product is transported to the place of use in its original packaging.
- Product is properly stored before use.
- Product is properly diluted with water in accordance with User manual.
- Product is not mechanically or chemically damaged, modified, changed or repaired by any unauthorised person.

### B. Warranty period

- The warranty period for the product is 5 years from the date of purchase.
- The proof of purchase is the invoice that the customer receives when purchasing the product.
- If all other requirements are met, but the date of purchase cannot be verified, the warranty period begins 90 days from the date of product manufacture.

**C. Other conditions**• The warranty is for the product not the buyer, therefore it is transferable if the transfer is registered on the Flamark web site ([www.flamark-international.com](http://www.flamark-international.com)).

- Warranty is valid regardless of place of use, supposed product is used in accordance with user manual.
- To obtain the warranty, the customer must return the defective device(s) to the distributor.
- To obtain the warranty, the customer must complete the complaint form that is available on the Flamark web site ([www.flamark-international.com](http://www.flamark-international.com)).
- The express guarantees made here are exclusive, and may not be altered, expanded, or changed by any distributor, reseller, or other person.

## 3. Exceptions

### A. This warranty is not valid if:

- Any of the conditions from Section 2 are not met.
- The product is re-exported to another country without the written permission of Flamark
- The product is purchased outside of an authorized distribution network.
- The serial number has been altered, defaced, removed or made illegible.
- The product is used for any purpose other than that for which it was designed.

### B. This warranty does not cover:

- Failure or damage as a result of floods, winds, fires, lightning, accidents, corrosive environments, rust and wear, or other conditions beyond the control of Flamark.
- Failure or damage as a result of *force majeure*.
- Damage caused by the product including, but not limited to, any lost profits, lost savings, incidental damages, or consequential damages. Flamark's liability is limited to the cost of its replacement or the repair of the defective product.

In the case of a dispute, Flamark recognizes only the jurisdiction of court in Zagreb, Croatia.

**FLAMARK®**

Research, development and manufacture of outstanding firefighting systems

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