

FAQs

1. How is it possible for this appliance to overheat?

In particularly unfavourable ambient conditions (e.g. excessive dust and operation in an environment with high humidity, ...) the appliance can overheat.

2. How can I prevent such overheating?

If your appliance falls within the parameters concerned – identification possible by means of the type number – it should be taken out of use (pull mains plug).

3. Can I check whether my appliance is contaminated?

No, customers cannot check this in situ.

4. How high is the risk with my appliance, if I know that it is operated in a dirty environment?

The risk cannot be assessed adequately by customers. We therefore recommend taking advantage of the exchange offer.

5. Apart from pulling the mains plug, are there any other immediate measures required?

No. There is no more risk after pulling the mains plug.

6. What will happen to my old appliance?

Please return your appliance to the address given. After we receive your appliance, we will send a comparable new appliance to you, free of charge.

7. How long will I have to wait for a new appliance?

Every enquiry will be processed as quickly as possible.

8. Who will remove the appliance?

After the mains plug has been pulled and the locking screw has been undone, the appliance can be simply lifted out of its wall mounting bracket.

9. Who will collect the appliance?

We cannot collect the appliance. However, as soon as you have returned the old appliance to us, we will send a comparable new appliance to you, free of charge.

10. Can my local contractor arrange the exchange?

Naturally, you are free to engage a contractor. However, we cannot reimburse the associated costs. We therefore recommend you remove the appliance yourself and send it to us.

11. What is the situation if I no longer have a receipt, e.g. because I bought the appliance second hand?

The appliances concerned will be exchanged even without a receipt.