



WARRANTY – DRAG'EAU

Last updated: 3 September 2026

Terms of the commercial warranty DRAGEAU-IBERICA, S.L. provides on DRAG'EAU devices: cover, validity requirements, exclusions and claim procedure.

01. WARRANTY NUMBER

Every device has a warranty number. It matches the invoice number assigned to the customer, including the current year.

Format — No. 25/_____

Example — No. 25/20

Keep this number: it will be requested for any matter relating to the warranty.

02. WARRANTY COVER

This commercial warranty covers the DRAG'EAU device against any manufacturing, material or internal operating defect for a period of **10 years** from the date of purchase.

03. VALIDITY CONDITIONS

For the warranty to be valid, the following conditions must be met:

- The device must be fitted in accordance with the manufacturer's technical recommendations.
- Installation must strictly follow the official fitting guide.
- The applicable general terms of sale must be observed.

04. TECHNICAL PROTOCOL (OPTIONAL)

The customer may request a technical warranty protocol, which includes professional follow-up visits, checks and additional technical documentation.

This service is not included by default and, if requested, will incur additional costs relating to the work of the DRAG'EAU IBÉRICA engineering team (travel, technical hours, and so on).

05. WARRANTY EXCLUSIONS

The following are excluded from cover:

- Installations that are non-compliant or carried out by unqualified personnel.
- Improper use, or use other than that intended by the manufacturer.
- Damage from external causes, such as frost, overpressure or tampering.

06. HOW TO MAKE A CLAIM

The customer must contact DRAG'EAU IBÉRICA by email (info@drageauiberica.com), attaching the following:

- Proof of purchase (invoice or delivery note).
- Date of installation.
- A detailed description of the problem.
- A photograph of the installed device.
- Images or video of the defect, where possible.

The DRAG'EAU IBÉRICA technical team will assess the request and respond within a maximum of **10 working days** from receipt of the complete documentation.

07. RELATIONSHIP WITH THE LEGAL GUARANTEE

The customer benefits from a legal guarantee of **3 years** from delivery of the product.

This commercial warranty is offered without prejudice to the consumer's rights under Royal Legislative Decree 1/2007 of 16 November, approving the consolidated text of the General Law for the Defence of Consumers and Users.

08. IDENTIFICATION OF THE PARTIES

Distributor for the Iberian Peninsula

Registered name — DRAGEAU-IBERICA, S.L.

Trade name — DRAG'EAU IBÉRICA

Tax ID (CIF) — B72705163

Address — Calle Provença 281, 1-9, 08037 Barcelona (Spain)

Telephone — +34 93 025 34 58

Email — info@drageauiberica.com

Website — <https://www.drageauiberica.com>

This company acts as guarantor of the product towards the end customer under this protocol, handling any incident or claim directly, in cooperation with the manufacturer.

Product manufacturer

Registered name — DRAG'EAU SARL

Address — 4 Rue Marin La Meslée, ZA Passerelle 1, 68190 Ensisheim (France)

SIRET — 529 522 021 00011

APE — 4673B

EU VAT number — FR 82 529 522 021

EEC customs code — 842121.900000F

Activity — Water treatment equipment