

Hawle - Guarantee and warranty



10-Years Quality Guarantee (Water for Human Consumption and Natural Gas)

E. Hawle Armaturenwerke GmbH (hereinafter referred to as “Hawle”) guarantees the functional capability of all valves and fittings manufactured by Hawle with the original “Hawle” inscription, which are used as intended for water for human consumption in accordance with Directive 98/83/EC or for natural gas in accordance with ÖVGW (Austrian Association for the Gas and Water Industry) G 31, for a period of 10 (ten) years from the date of delivery from our works. However, the maximum guarantee period afforded by Hawle is 11 (eleven) years from the date of manufacture of the product. In the event of a guarantee claim, it is the responsibility of the customer to prove that the guarantee has not expired, e.g. by presenting the invoice or the original product label.

Should a valve or fitting lose its functional capability during the guarantee period, Hawle shall either repair the product or deliver an equivalent replacement product to the place of performance agreed with Hawle, at its discretion. Hawle will not assume any additional costs or damages incurred by the customer or third parties within the scope of this guarantee, in particular no costs in connection with disassembly and installation, location or reinstallation. Purely optical flaws that in no way impair tightness, tensile safety or the operation of the valve or fitting do not constitute a guarantee claim.

The guarantee also excludes, but is not limited to, wear parts and damage caused by improper storage, transport and assembly, non-compliance with instructions for use, failure to perform pressure tests, utilisation outside the limits of standard applications and general operating parameters, inadequate maintenance, subsequent manipulation or utilisation with unsuitable liquids or gases. The guarantee does not extend to extraordinary environmental conditions, vibrations or residues from the medium or similar external influences, nor to actions by third parties, accidents and other events over which Hawle has no control.

Please also note the exceptions and special regulations applicable to certain products in our catalogue and on our homepage hawle.com.

This guarantee is subject exclusively to Austrian law to the exclusion of international conflict of law rules. Any warranty claims arising from the purchase contract shall not be restricted by this guarantee.

This guarantee applies to all deliveries as of 01.01.2019 for valves and fittings manufactured by Hawle which are used for water intended for human consumption in accordance with Directive 98/83/EC or for natural gas in accordance with ÖVGW (Austrian Association for the Gas and Water Industry) G 31. Any guarantees or warranties issued by Hawle prior to this effective date shall not be valid for any deliveries made thereafter.



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5-Years Quality Guarantee (Municipal Waste Water)

E. Hawle Armaturenwerke GmbH (hereinafter referred to as "Hawle") guarantees the function of all valves and fittings manufactured by Hawle with the original "Hawle" inscription, which are used for municipal wastewater as intended in accordance with EN 1085, for a period of 5 (five) years from the date of delivery from our works. However, the maximum guarantee period afforded by Hawle is 6 (six) years from the manufacturing date of the product. In the event of a guarantee claim, it is the responsibility of the customer to prove that the guarantee has not expired, e.g. by presenting the invoice or the original product label.

Should a valve or fitting cease to function during the guarantee period, Hawle shall at its discretion, either repair the product or deliver an equivalent replacement product to the place of performance agreed with Hawle. Hawle will not assume any additional costs or damages incurred by the customer or third parties within the scope of this guarantee. In particular any costs incurred by disassembly, installation, localization or reinstallation shall not be covered by Hawle. Purely optical flaws that in no way impair tightness, tensile strength, nor the operation of the valve or fitting, do not constitute a guarantee claim.

The guarantee also excludes, but is not limited to, wear parts and damage caused by improper storage, transport and assembly, non-compliance with instructions for use, failure to perform pressure tests, utilisation outside the limits of standard applications and general operating parameters, inadequate maintenance, subsequent manipulation or utilisation with unsuitable liquids or gases. The guarantee does not extend to exceptional environmental conditions, vibrations or residues from the medium or similar external influences, including third-party actions, accidents and other events over which Hawle has no influence.

Please also note the exceptions and special regulations applicable to certain products in our catalogue and on our homepage hawle.com.

This guarantee is subject exclusively to Austrian law under the exclusion of international conflict of law rules. Any warranty claims arising from the contract of sale shall not be limited by this guarantee.

This guarantee applies to all deliveries as of 01.01.2019 of valves and fittings manufactured by Hawle, which are used as intended for municipal wastewater according to EN1085. Any guarantees or warranties issued by Hawle prior to this effective date shall not be valid for any deliveries made thereafter.



2-year warranty

In addition to our quality guarantees, Hawle warrants in accordance with Austrian law that our products correspond to the relevant contract at the time of delivery. In the event of incorrect storage, transport, assembly, usage regulations not being observed, failure to pressure-test, insufficient maintenance, subsequent manipulation or usage for non-suitable fluids or gases there is not entitlement to warranty claims. The warranty period runs for a maximum of two years ex-works delivery. Please see the Hawle delivery conditions for further details of the warranty.