



Mobile: 01386 841109  
Email: [alastair@maino.co.uk](mailto:alastair@maino.co.uk)  
Web Site: [www.maino.co.uk](http://www.maino.co.uk)

*Incubators : Incubation Specialists : Spares : Servicing : Brooding Equipment : Spares*

### **Maino UK After Sales Warranty/Service Information**

MainoUK provides warranty and technical support on all Maino products purchased from authorised dealers of MainoUK. This warranty and technical support does not extend to any units purchased from outside the UK, or from any other UK-based company other than authorised dealers of MainoUK

Your receipt/invoice and the serial number of the appliance is required for all warranty work.

### **Accessing Technical Support**

You may access the technical support team by email to [support@maino.co.uk](mailto:support@maino.co.uk), by calling 01386 841109 or by visiting the [www.maino.co.uk](http://www.maino.co.uk) website.

When you contact technical support you may be asked to provide details of where the equipment was purchased. If you are unable to provide this information, checks can be made to verify the technical support validity.

### **Using our warranty/repair service**

1. To exercise your rights under Maino warranty, you must contact the dealer from whom it was purchased, to help ascertain the cause of the problem, and to obtain a warranty/repair form. This form is also downloadable at [www.maino.co.uk/warranty](http://www.maino.co.uk/warranty). You will be required to provide details of your purchase.
2. MainoUK should then be contacted via email : [warranty@maino.co.uk](mailto:warranty@maino.co.uk), or on the above number, to obtain a returns authorisation number. It should then be returned directly, in appropriate packaging at the customer's expense (insurance is recommended) to the address supplied. Any returns without an authorisation number will be refused.
3. If the product is too large to be sent via courier then MainoUK will send an operative at its expense to effect a repair on site. If any of the exclusions listed below are found to be the cause, then MainoUK reserve the right to charge to customer fully for any expenses incurred.
4. MainoUK will repair or replace the product at its sole option, at no charge to the purchaser for parts or labour, if the fault is reported within the guarantee period, provided the exclusions below are not the cause of the fault, and MainoUK or Maino Snc are able to duplicate the fault or defect.
5. Warranty does not include or provide for incidental or consequential damages.
6. Your rights and benefits under this warranty are in addition to your statutory rights which are not affected by this warranty.

### **List of Warranty Exclusions:**

Electrical damage caused by lightning or power surge. Electrical Component damage caused by disinfectant erosion. Damage caused in transit, or by the user in using the product. Any actions contrary to explicit instructions in the Maino Instruction Document. This list is not exhaustive, instruction should be taken from the Maino Instruction Document

