

10-Year Liebherr Guarantee Conditions

NAA Appliances Ltd., Crosslands Business Park, Lower Ballymount Road, Dublin 12, D12 E292 (NAA) shall provide the owner of a free-standing fridge-freezer of energy class A, B or C, purchased between 1 March 2024 and 31 December 2026, and Fully Integrated appliances of energy class A or B, purchased between 1 January 2025 and 31 December 2026 (hereinafter collectively referred to as 'Appliances') with a voluntary 10-year guarantee in accordance with the following conditions (hereinafter referred to as the '10-year Guarantee'). This 10-year Guarantee applies in addition to the statutory rights to which the purchaser is entitled vis-à-vis the seller of the Appliance in case of defects (liability for defects, warranty), which the purchaser can claim free of charge, and does not restrict these rights. Likewise, it does not limit other warranties from NAA or third parties.

I. Scope

The 10-year Guarantee applies to promotional Appliances installed in the Republic of Ireland and for private use that are free-standing fridge-freezer of energy class A, B or C, purchased between 1 March 2024 and 31 December 2026, and Fully Integrated appliances of energy class A or B, purchased between 1 January 2025 and 31 December 2026.

II. Guarantor

The guarantor is NAA Appliances Ltd., Crosslands Business Park, Lower Ballymount Road, Dublin 12, D12 E292.

III. Duration and start of the 10-year Guarantee

1. The 10-year Guarantee shall be granted for a period of 10 years (guarantee period).
2. The guarantee period begins with the handover of the Appliance to the purchaser who purchased the Appliance for the purpose of first-time use.
3. The guarantee period shall neither be renewed nor extended by a service under the guarantee.

IV. Conditions of the 10-year Guarantee and enforcement

Liebherr shall provide the Liebherr Guarantee if the following conditions are demonstrably jointly met:

1. The Appliance was purchased for the first time from NAA or a seller authorised by NAA who is an entrepreneur within the scope of the 10-year Guarantee.
2. The Appliance is installed within the scope of the 10-year Guarantee.
3. The Appliance was registered via the registration website under home.liebherr.com within 90 days of purchase (limitation period). Proof of a qualifying purchase must be presented, to NAA customer service personnel before any work is undertaken. Failure to provide proof of purchase may result in the guarantee being invalidated.

Qualifying appliances purchased between 1st March 2024 and 1st June 2024 have an extended period of registration, but must be registered within 180 days of purchase.

4. The proof of purchase for the Appliance in accordance with IV. 3. must be presented to the NAA customer service personnel, prior to a booking being made.
5. The 10-year Guarantee is not transferable to another Appliance with the exception of the case described in V 3.

V. Content and scope of the 10-year Guarantee

1. The NAA customer service department or an authorised NAA customer service centre shall rectify any defects in the Appliance which occur during the guarantee period which are demonstrably due to material or manufacturing defects free of charge and shall bear the associated costs, in particular, labour and travel costs as well as any additional repair materials required. If there is a defect in parts of the interior fittings, handles or covering panels, NAA reserves the right to send the owner the corresponding spare parts for self-assembly free of charge.
2. The NAA Guarantee does not grant any claims against NAA over and above this rectification of defects.
3. If the repair is uneconomical or impossible, the owner shall receive an identical or comparable new Appliance (hereinafter referred to as the 'Replacement Appliance') in return for their defective Appliance. If the Appliance is replaced by NAA under the 10-year Guarantee, the remaining warranty period of the 10-year Guarantee shall be transferred to the Replacement Appliance.

vi. Exclusion and expiry of the 10-year Guarantee

1. The 10-year Guarantee does not include faults or defects in the Appliance which are attributable to the following:
 - a. non-observance of the operating and/or assembly instructions, incorrect installation and/or incorrect connection, improper use, improper operation or stress as well as wear and tear;
 - b. external influences, such as transit damage, damage caused by impact or shock, damage caused by the weather or other natural phenomena;
 - c. repairs and modifications which have not been carried out by the NAA customer service department or an authorised NAA customer service centre.
2. The 10-year Guarantee also does not include defects in door seals, including permanently attached parts such as covers and doors, insofar as their defectiveness is due to a fault in the door seal, as well as light sources and age-related visual defects, or consumables, such as air filters and water filters.
3. The 10-year Guarantee shall expire if the type plate or the Appliance number has been removed, tampered with or made illegible, regardless of by whom, or if parts of third-party origin, in particular spare parts that do not originate from NAA or Liebherr, or are not suitable for use in or on the Appliance, have been installed or attached to the Appliance.

vii. Statute of limitations

Claims under the 10-year Guarantee due to a defect asserted within the guarantee period shall become statute-barred in 6 months. The limitation period begins with the discovery of the defect.

viii. Contact details in the event of a guarantee claim

In the event of a guarantee claim, please contact by phone or email:

NAA Appliances Ltd.,
Crosslands Business Park,
Lower Ballymount Road,
Dublin 12,
D12 E292
Tel: (+353) 1 460 0064
Email: liebherr@naa.ie