

The standard UK warranty is 12 months and the remaining warranty is direct with Venotec on a return to Germany basis and is subject to proper use as detailed in the Venotec terms of warranty:

Venotec Terms of warranty

In accordance with the implied warranty, we provide a 12-month guarantee. You can also extend the product guarantee period from 12 months to 10 years free of charge within 4 weeks of purchasing the product (date of invoice) after registering your product successfully.

If you have a complaint, please contact us immediately and if needed, send the device back - in its original packaging wherever possible and with proof of purchase - directly to Venotec. Please note that we cannot accept non-prepaid deliveries. Such deliveries will be sent back without being processed.

The guarantee covers material, functional, and production faults that can occur when using the product as intended. It does not cover damage of wearout or abrasive wear, transport damage, claims for compensation above and beyond compensation for the product itself, or damage resulting from improper use, negligence, incorrect installation, or interventions and changes carried out by unauthorized persons. We expressly exclude such scenarios from our scope of liability.

Any secondary damages such as the loss of coral, fish, or water damage caused by pump failure or a lack of intake protection are expressly excluded from guarantee and warranty claims. Calcification inside the pump and any resulting damage to the product or motor, damage by use as not intended and any damage to cables (e.g. chafed cables) are expressly excluded from the warranty. The warranty is invalidated in the following cases: Removed original plugs, use of non-original spare parts, impeller wheel damage resulting from parts sucked into the pump, motor damage caused by the tapering of the intake port or if the pump is operated with a closed or partially closed ball valve in the intake area, motor damage caused by persistent dry running, limescale damage resulting from the improper use of chemicals or the use of unsuitable chemicals, motor damage resulting from upstream external electronic components or damage resulting from damp in the driver.

* „Lifetime Guarantee“ is given during the minimum estimated lifetime of the product which is 10 years.