

Terms of warranty

# HEAT PUMP

# TERMS OF WARRANTY

## Heat Pumps Solplanet

1. The guarantor is **AISWEI B.V.** with its registered office in Amsterdam, the Netherlands, address: Barbara Strozilaan 101, 1083 HN Amsterdam, the Netherlands, registered in the relevant commercial register (Handelsregister) under the number 75780291 (hereinafter referred to as the „**Guarantor**“).
2. The Guarantor ensures the correct operation of the heat pump Solplanet from series AIRPOWER (hereinafter referred as the „**Device**“), purchased and used within the territory of the European Union for a period of 24 months from the date of sale of the Device by an authorized Solplanet distributor.

The list of authorized Solplanet distributors is available at: <https://solplanet.net/>.

3. The warranty granted covers only and exclusively the Device whose serial number is included in the warranty card issued upon purchase of the Device, the template of which is attached as Appendix 1 to these Warranty Terms (hereinafter referred to as the „**Warranty Card**“), without accompanying installations, in particular hydraulic, electric, condensate drain and external control devices, etc.
4. The condition for the guarantee to be valid is:
  - 4.1. installation of the Device by an authorized Solplanet installer;
  - 4.2. correct installation in accordance with the manufacturer's installation manuals and current standards and regulations applicable in that specific country;
  - 4.3. performance by an authorized Solplanet installer of maintenance inspection, within 12 months from the date of the first start-up of the Device;
  - 4.4. carrying out all service activities of the Device by an authorized Solplanet installer;
  - 4.5. possession of the original documents: proof of purchase, correctly filled Warranty Card; and
  - 4.6. usage of the Device in accordance with intended use, observing instruction manual and manufacturer's recommendations.

The list of authorized Solplanet installers is available on the website: <https://solplanet.net>

5. Report a problem with the operation of the heat pump to your authorized Solplanet installer. In emergency cases, report via form on the website: <https://solplanet.net> .
6. Problems with the proper operation of the Device that are revealed during the warranty period will be resolved free of charge by an authorized Solplanet installer as soon as possible, not exceeding 14 working days from the date of reporting the problem with the correct operation of the Device. The above period may be extended in the event of, in particular, the need to import spare parts from abroad, of which the Guarantor will inform the applicant each time, specifying the expected date of delivery.
7. The repair of the Device is understood as the delivery of a new Device or its part free from defects, each time at the discretion of the Guarantor. Any cost of resolving defects in the Device that are not covered by the warranty will be incurred by the applicant.
8. The applicant is obliged to provide full and safe access to the Device to an authorized Solplanet installer and to present a valid Warranty Card. In the absence of access to the Device or a threat to the authorized Solplanet installer, or in absence of a valid Warranty Card, the Guarantor is entitled to refuse to repair the Device. The Guarantor does not give duplicates of the Warranty Card .
9. If the applicant prevents the authorized Solplanet installer from carrying out the warranty repair of the Device for a period longer than 1 month from the date of notifying the applicant about the readiness for repair, the Guarantor reserves the right to refuse the repair the Device and cancel the warranty period for reasons attributable to applicant. The applicant is not entitled to report the same defect of the Device again.
10. All service activities performed on the Device must be written on the Warranty Card.
11. Parts removed during repair of the Device become property of the Guarantor.
12. In the case of unjustified reporting of incorrect operation of the Device, confirmed by authorized Solplanet installer, the applicant must cover all costs related to the arrival and work of the authorized Solplanet installer.
13. In the event of force majeure, the Guarantor is released from the obligation to resolve warranty claims.
14. The warranty does not cover defects or damage of the Device resulting from:
  - 14.1. attempts to start or run the Device by a person without the proper permissions and Solplanet authorization;
  - 14.2. mechanical damage to the Device and its consequences, e.g., damaged housing blocks the operation of the fan, which makes the Device unable to operate properly;
  - 14.3. force majeure, impact of external factors: lightning strike, overvoltage/undervoltage in power grid, fire, flooding with water;
  - 14.4. incorrectly made hydraulic and electrical installation cooperating with the Device;

- 14.5. incorrect placement of the outdoor unit;
  - 14.6. insufficient air circulation or lack of natural air flow;
  - 14.7. lack of installation elements required by the manufacturer of the Device, such as strainers, dirt separators and air vent valves;
  - 14.8. incorrect power supply;
  - 14.9. lack of or incorrectly selected electrical protection devices, such as overcurrent and residual current devices, circuit breakers;
  - 14.10. lack of grounding installation or its implementation is inconsistent with relevant standards at actual state;
  - 14.11. filling the water system with water that does not meet the quality standards or central heating systems and domestic hot water installations;
  - 14.12. lack of required anti-freeze protection, such as: appropriate glycol mixture instead of water in central heating system or relief antifreeze valves with automatic filling water valve, or an additional circulation pump with UPS support for at least 48 hours;
  - 14.13. natural wear and tear of elements such as: fuses, seals, anodes;
  - 14.14. carrying out repairs by unauthorized persons or without appropriate authorizations;
  - 14.15. defects of existing, internal installations cooperating with the Device;
  - 14.16. improper use or excessive exploitation of the Device;
  - 14.17. failure to perform required electrical measurements;
  - 14.18. other factors independent of the Guarantor and not resulting directly from the properties of the Device, including the use of the Device contrary to generally applicable rules, in particular the rules of health and safety, also fire protection;
  - 14.19. if required – no installation of an additional peak heat source for e.g., electric heaters or gas/oil boiler to provide support heating in low ambient temperatures.
15. The Guarantor is not responsible for damages and losses resulting from the inability to use the Device.
  16. The warranty does not exclude, limit or suspend the rights from the regulations of guarantee.
  17. The Guarantor additionally informs that in the event of non-compliance of the Device with the contract, the buyer is entitled by law to legal protection measures from and at the seller's expense. The warranty does not affect these legal remedies.
  18. This warranty is granted for the Devices purchased and installed in the territory of the relevant country within the European Union. The laws of the country within the European Union the Device is installed shall be applicable.

Appendix 1 – Warranty Card template

Warranty card heat pump	
Device name	
Type and model	
Serial number	
Sale date	
Seller stamp and signature	
Installation information	
Address of installation	
..... Date of installation	..... Installer stamp and signature
Commissioning	
..... Commissioning date	..... Signature and stamp person responsible for commissioning  ..... Date and signature owner of the device

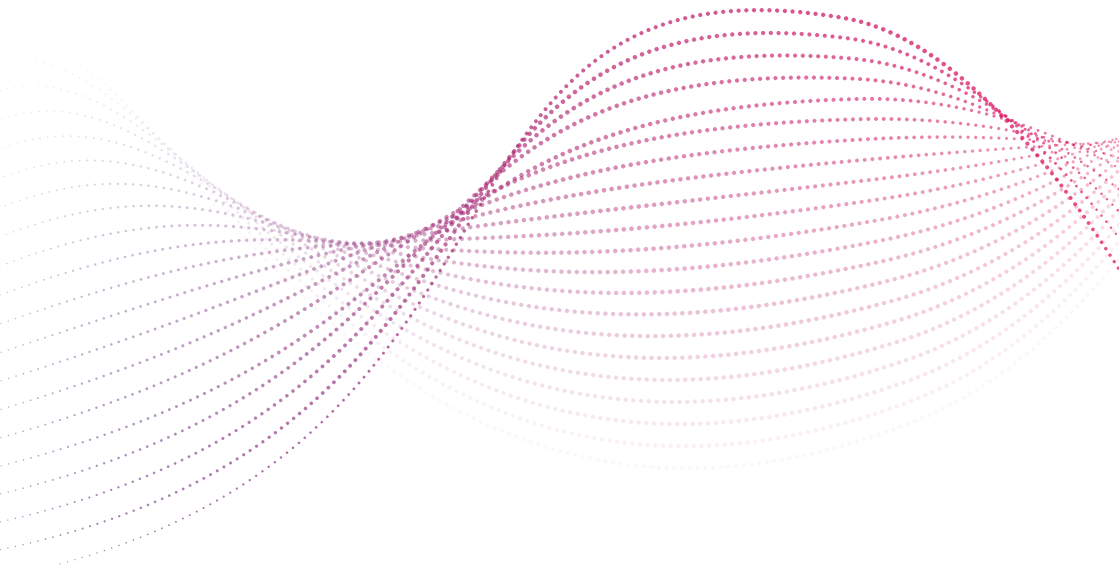
Maintenance information

Date	Description	Authorized installer signature

## Service actions information

Date	Issue description / type of repair	Authorized installer signature

# www.solplanet.net



SOLPLANET INTERNATIONAL

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Scan the QR code and contact your local team