

# Warranty Terms

I. The company Reventon Group Sp. z o. o. [Ltd.], hereinafter referred to as the guarantor, provides 24-month warranty protection period for devices which it produces or supplies.

II. The warranty protection is valid from the purchasing date by end user (i.e. the issue date of invoice) but not longer than 30 months from leaving the warehouse of Reventon Group Sp. z o. o. [Ltd.].

III. The warranty claim should be reported via the complaint form on the website (<https://reventongroup.eu/en/complaints>). The scan or the photo of the fulfilled Warranty Card and the purchase invoice must be attached to the form. The Warranty Card is not required in case of accessories.

IV. The guarantor is committed to consider the claim within 14 working days since the date of reporting (i. e. the day of receipt of the correctly fulfilled warranty form).

V. In exceptional cases, the guarantor reserves the right to extend the time for consideration of the request, especially if the defect is not permanent one and its determination requires a deeper analysis. The extension must be notified by the guarantor before the end of the 14th working day.

VI. Under the warranty, the guarantor provides a repairment, replacement (the device or its component) or refund for the defective item within a specified time.

VII. In the case of replacement of a device component, the warranty protection of the whole unit is not prolonged.

VIII. The guarantor does not cover the costs of disassembly and eventual reassembly of the complaint device.

IX. The guarantor may decide to bring the defective device or its component to the service of Reventon Group Sp. z o. o. [Ltd.]. In such case the transport of the item is organised and paid by the guarantor. The responsibility of the device's owner is to prepare the item for the shipment - the device must be packed in a way which protects it against transport damages and the dimensions and weight of the package must not exceed 660 x 650 x 400 mm and 30 kg respectively. In the case of elements which cannot be packed in this way, the method of shipment must be agreed and approved by Reventon Group Sp. z o. o. [Ltd.]. In the case of sending a non-standard package without agreement of the service of Reventon Group Sp. z o. o. [Ltd.], the guarantor reserves the right to charge the owner of device with all additional transport costs.

X. In the case of arrival of the authorized service of the guarantor or an installer to fix the complaint item, the customer must ensure them seamless access to the device and all required media like electricity, water, lighting etc. free of charge.

XI. The warranty protection does not cover the parts of the device subject to the normal usage and the following cases:

a) mechanical damage of the product

b) defects and damages through:

- improper storage or transport

- improper or non-compliant use and maintenance (i. e. inconsistent with the manual)

- using the device in the improper conditions (too high humidity, too high or too low temperature, impact of the surrounding, sun etc.)

- unauthorized (i. e. by the user or other unauthorized persons) repairs, modifications or construction changes

- connecting equipment inconsistent with the technical documentation

- connecting additional equipment, which is not recommended by the guarantor

- improper power supply

- random events (like fire, flood, storm etc.)

c) elements which wear and tear such as discolour of the housing

If there is any of the above, the claimant will be charged for transport and / or repairs.

XII. During collection of the device, the item must be checked exactly by the receiver to exclude transport damages. If any of them is observed, the damage report in presence of the product deliverer have to be filled - such report is the basement for the warranty claim. The damage report must be provided by the product deliverer.

XIII. The guarantor does not take the responsibility for potential losses and damages related to the downtime of the device during its failure and the complaint considering time.

XIV. Any changes in the Warranty Terms, improper use of the product as well as traces of self repairing (beyond the guarantor service) or alterations cause, the warranty become invalid.

XV. These Warranty Terms do not exclude or limit any rights arising from the pledge.

XVI. Not following to any of the warranty regulations makes the protection invalid.

XVII. All correspondence should be sent to the following address: Reventon Group Sp. z o. o. [Ltd.], 556 Wyzwolenia Street, 43 340 Kozy, Poland or email address: [serwis@reventongroup.eu](mailto:serwis@reventongroup.eu).

## Warranty Card

<b>1 - Model and serial number* or product code</b>	<b>2 - Address and place of assembly</b>
<b>3 - Date of connection to:</b>	<b>4 - Stamp and signature of installer:</b>
Heating/cooling installation (if applicable)	
Ventilation installation (if applicable)	
Electrical installation (if applicable)	

\* serial number is required only for water heaters HC-3S, HC-EC and FARMER HCF series and recovery units INSPIRO, INSPIRO BASIC and VERTIC series