



AURA line



**WARRANTY
DOCUMENT**

OF AURA line AIR CONDITIONERS

GUARANTEE PERIOD

- 1.1. The subject of this warranty document is only the Product whose model and number are specified in the Warranty Document. It does not cover the warranty for the installation, refrigerant, condensate, power supply and control, as well as other services provided by the installer.
- 1.2. The Warranty for Products is offered for a period of 60 months from the moment of selling the Product, provided that the User has met all the requirements contained in this Warranty Document, including regular paid technical inspections by an Authorized Installer*, in accordance with the rules set out in Chapter 3 of the Warranty Document.
- 1.3. The warranty covers Product defects that have been discovered and reported within 60 months from the date of sale. The costs related to the diagnosis of the fault, replacement of components and travel to the place of installation of the Product are covered by the Guarantor. The User** reports defects to the Authorized Installer who last performed activities related to the Product (installation, service or warranty repair). The user also has the option of reporting a defect to another Authorized Installer who has a valid F-gas certificate.

SCOPE OF THE WARRANTY

- 2.1. The warranty ensures cost-free removal of a defect in the Product or its component part, if the failure results directly from a defect of a specific element of the Product or the Product itself, i.e. from incorrectness of specific elements of the Product, manufacturing errors, material defects or improper workmanship. The term repair shall also be understood by the Parties as the delivery of a Product (or its part) free from defects, in a situation where the Guarantor considers this method to be the most appropriate form of solving the problem reported by the User.
 - 2.2. Only entities with the title of Authorized Installer (hereinafter "AI") are entitled to installation, warranty repairs and technical inspections of Products. The User is obliged to check (i.e. before ordering a service related to the Product) whether the entity to which he plans to commission the service has valid authorizations with a valid F-gas certificate.
 - 2.3. The term "repair" means professional actions appropriate to eliminate the defect covered by the warranty, regardless of the number of parts replaced in a single repair.
 - 2.4. This warranty will be honored by the Guarantor only if the Purchaser of the Product (hereinafter referred to as the "User") presents:
 - a. legibly and correctly completed (no deletions, corrections) Guarantee Document containing:
 - list of Products with serial numbers of individual Products,
 - data and seal of the Seller,
 - data and seal of the AI installing the Product,
 - date of sale,
 - the date of the first activation of the Product,
 - confirmation of the date of paid inspections performed by AI during the warranty period, in accordance with the rules described in chapter 3.
 - b. proof of purchase of the Product (invoice, receipt). The date of transaction indicated on the proof of purchase of the Product must be consistent with the date of sale of the Product, indicated in the Warranty Document.
 - 2.5. The condition for the use of warranty rights in the period of 60 months is technical inspections carried out by AI in accordance with the rules set out in chapter 3.
 - 2.6. The Guarantor has the right to refuse the User a free warranty repair if:
 - a. discrepancies are found between the data in the documents (especially on invoices and the Guarantee Document) and the data on the Product, and between the data contained in the inspection reports and the data indicated in the Guarantee Document,
 - b. the seals are broken,
 - c. the conditions set out in this Guarantee Document are broken.
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- 2.7. Defects revealed and reported during the warranty period will be repaired within 14 working days from the date of receipt of the correct written notification of their occurrence, with the exception of point 2.8. below. The method of removing defects during the warranty period is specified by the Guarantor.
 - 2.8. If it is necessary to order replacement parts, the repair period is extended by the time needed to deliver them.
 - 2.9. The User is obliged to immediately, not later than within 14 days from the occurrence of the defect, notify the Guarantor in writing, by e-mail. Each valid notification must contain:
 - a. details of the applicant (telephone number, name and surname of the contact person),
 - b. number of the Product Guarantee Document,
 - c. the serial number of the Product to which the application relates,
 - d. date of sale of the Product,
 - e. description of the Product defect,
 - f. presentation of evidence clearly confirming the timely implementation of regular technical inspections, in accordance with the terms of this Warranty Document, in particular the entry in the Warranty Document in the "Technical / service inspections" section,
 - g. address of the place of installation of the Product.
 - 2.10. If the User prevents the Guarantor from carrying out the warranty repair of the Product for a period exceeding 8 weeks from the moment of informing the User about the readiness to carry out the repair, the Guarantor has the right to refuse the repair and cancel the application for reasons attributable to the User. In such a situation, the User has no right to report the same defect again (the User loses the rights arising from the warranty in respect of this defect). Refusal to repair due to the above circumstances does not give the User any grounds to make any claims against the Guarantor.
 - 2.11. All Products and parts that are replaced (removed) during warranty repair cease to be your property. The entity acting as the Guarantor takes over these elements from the User, marking it in the failure report.
 - 2.12. You must ensure proper and safe access to the Product at all stages of the warranty repair process. In the case of Products suspended or mounted at a high height, the Guarantor should be provided with access to the Product without the need to use cranes or lifts. All costs related to making the Product available are borne by the User. Responsibilities related to the disconnection of the relevant installations related to the Product rest with the Customer. The Guarantor has the right to refuse to carry out the warranty repair if the User has not provided adequate and safe access to the Product. In this case, the User is not entitled to report the same defect again (the User loses the rights under the warranty in respect of this defect). Refusal to carry out the warranty repair for the reasons referred to in the preceding sentence does not give the User the right to make claims against the Guarantor.
 - 2.13. Repair of defects that are not covered by the warranty is carried out on the basis of full payment for the repair. In addition, if the User wrongly called the Guarantor to carry out the warranty repair, the costs will be borne by the User who submitted the unjustified notification.

TECHNICAL CHECKS UNDER THE WARRANTY

- 3.1. The condition for maintaining the warranty for the Product is the performance of regular paid technical inspections of the Product only by AI. Technical inspections of the Products must take place on the dates specified below and must be confirmed by AI in the Warranty Document. The obligation to comply with this requirement rests with the Customer.
 - 3.2. The condition for exercising the rights arising from the Guarantee is to carry out paid technical inspections, regardless of the time of operation of the device:
 - a) for products installed in residential buildings at least once a year, the interval between
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- subsequent inspections may not be shorter than 11 months,
 - b) for products installed in office premises (products providing comfort to users) at least twice a year, with the interval between subsequent inspections not shorter than 5 months,
 - c) for products installed in technical rooms at least 4 times a year, the interval between subsequent inspections may not be shorter than 3 months.
- 3.3. The first technical inspection should take place:
- a) for devices installed in residential buildings within 12 months from the date of purchase of the Device, confirmed in the Warranty Card,
 - b) for devices installed in office buildings (devices used to ensure the comfort of people) within 6 months from the date of purchase of the Device, confirmed in the Warranty Card,
 - c) for devices installed in technical rooms within 4 months from the date of purchase of the Device, confirmed in the Warranty Card.
- 3.4. Technical checks carried out by AI are fully payable and their costs are borne by the User.
- 3.5. In situations justified by the conditions of use of the Products, AI may, in consultation with the User, determine additional mandatory warranty inspections, which will be mandatory inspections, determining the possibility of exercising the rights arising from this warranty. In the event of disagreement, AI's decision is final.
- 3.6. The user is responsible for compliance with the inspection deadlines.
- 3.7. The User is obliged to provide adequate access to the Product. All costs associated with providing access to the Product are borne by the User. Section 2.12 of the Guarantee Document applies.
- 3.8. All technical checks should be recorded by the Guarantor in the Guarantee Document.
- 3.9. If the User fails to perform at least one regular warranty check under the conditions set out in this chapter, the warranty immediately expires.

LIMITATION OF LIABILITY OF THE GUARANTOR

- 4.1. The quality guarantee does not cover:
- a. improper functioning or damage to the Products resulting from incorrect installation, contrary to the user's manual or assembly manual,
 - b. Product malfunction or damage caused by improper use or abuse of the Product, user negligence or using the Product in a manner contrary to the user manual or safety standards, as well as the use of inappropriate consumables (e.g. filters),
 - c. improper functioning or damage to the Product resulting from repairs, assembly modifications and structural changes carried out independently or by an unauthorized entity, which means in particular an entity without the status of an Authorized Installer,
 - d. cooling agent installation and damage to the Product resulting from its improper implementation,
 - e. condensate drainage system and damage to the Product resulting from its improper implementation,
 - f. electrical installation and damage to the Product resulting from its improper implementation or failure,
 - g. damage to the Product caused by the User's actions or negligence resulting from: I/ improper use, contrary to the instructions of the user manual, II/ inadequate power supply installation and/or interference with its operation, III/ transport and/or storage, if these activities were performed by User for his own account.
 - h. operational activities that are the User's responsibility and result from the Product's manual, including adjustments, operation checks, correction of operating errors or programming settings,
 - i. activities related to the mandatory maintenance inspections described in point 3 and related fees,
 - j. Product malfunction or damage resulting from: fire, flood, lightning strike, other natural disasters, random events unrelated to the operation of the Products, corrosion resulting
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from installation in a place exposed to particularly adverse weather conditions, incorrect power supply, war, riots and other external factors.

k. damages resulting from improper selection of the Product,

l. User's claims regarding the technical parameters of the Product, as long as they are consistent with the information provided by the manufacturer.

4.2. The Guarantor is not liable to the User for loss, damage or destruction of the Product, which resulted from reasons other than defects inherent in the Product. The Guarantor's liability for physical defects is limited to the value of the damaged parts. The Guarantor is not liable for further losses, loss of benefits, contractual sanctions incurred by the User, losses caused by the failure of the Product while waiting for the warranty repair and property damage (direct and indirect) resulting from the failure of the Product.

4.3. The condition for maintaining the warranty is to carry out all repairs and technical inspections only by AI.

4.4. This Guarantee does not exclude, limit or suspend the buyer's rights under the provisions on warranty for defects in the sold item.

4.5. The Guarantor's decision regarding the legitimacy of the complaint is final.

FINAL RULES

5.1. The Guarantor is not responsible for the timeliness of warranty services if its operations are disrupted by unforeseen, extraordinary, external and independent of the Guarantor force majeure circumstances, such as floods, earthquakes, wars, epidemics, terrorist attacks, decisions of state or local authorities affecting the operations of the Guarantor, in particular those limiting civil liberties or the free movement of goods and services, as well as local phenomena, such as fire, road accident, etc. In the event of force majeure, the period for fulfilling the warranty obligations is extended by the duration of force majeure.

5.2. Warranty complaints are considered in accordance with the warranty conditions applicable on the date of sale of the Product.

5.3. In case of loss of the Guarantee Document, the Guarantor does not issue a duplicate.

5.5. These warranty conditions apply to Products purchased from 01.07.2023.

*Authorized Installer - an entity with the appropriate permissions, qualifications and certificates to perform specific F-Gas installation works.

**User - operator within the meaning of the end user (natural person, legal person or organizational unit without legal personality, which has been granted legal capacity) in accordance with the Act of May 5, 2015 on substances that deplete the ozone layer and on certain fluorinated greenhouse gases (Journal of Laws of 2018, item 2221, of 2019, items 60, 534).

SELLER DETAILS

| Name and address | First name and last name | Signature and stamp |
|------------------|--------------------------|---------------------|
| | | |
| Sale date | Invoice number | Launch date |
| | | |

INSTALLER DETAILS (Guarantor)

I declare that the installation works properly and is ready for installation.

| Name and address | First name and last name | Signature and stamp |
|------------------|--------------------------|---------------------|
| | | |

RECIPIENT / USER DETAILS

I declare that I accept the device for operation without any reservations and that I have read the content of the warranty card and the instruction manual.

| Name and address | First name and last name | Signature and stamp |
|------------------|--------------------------|---------------------|
| | | |

SERVICE NOTES

(including notes on paid technical inspections)

| No. | Device symbol | Unit Serial No. internal | Unit Serial No. external |
|-----|---------------|--------------------------|--------------------------|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 10 | | | |

DEVICE DATA

| No. | Device symbol | Unit Serial No. internal | Unit Serial No. external |
|-----|---------------|--------------------------|--------------------------|
| 1 | | | |
| 2 | | | |
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| 6 | | | |
| 7 | | | |
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| 9 | | | |
| 10 | | | |
| 11 | | | |
| 12 | | | |

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