



kensol

— HVAC —

SPECIMEN

GUARANTEE CARD

KENSOL HEAT PUMP

SUMMARY OF DEVICE

SUMMARY OF DEVICE

OUTDOOR UNIT

	Full unit symbol:	Unit serial no:	Location:
--	-------------------	-----------------	-----------

1			
---	--	--	--

IN-HOUSE UNIT

	Full unit symbol:	Unit serial no:	Installation length / difference level	Location, notes:
--	-------------------	-----------------	---	---------------------

1			/	
---	--	--	---	--

ADDITIONAL ACCESSORIES

	Full Symbol:	Quantity:	Location, notes:
--	--------------	-----------	------------------

1			
---	--	--	--

2			
---	--	--	--

3			
---	--	--	--

4			
---	--	--	--

DEVICE START-UP

STAMP AND SIGNATURE OF APS SERVICE

APS SERVICE NOTES:.....

.....

.....

.....

.....

INSTALLATION DATA

INSTALLATION
LOCATION:

ADDRESS:

START-UP DATE:
(DD MM RRRR)

--	--	--	--	--	--

PURCHASE DATE:
(DD MM RRRR)

--	--	--	--	--	--

DISTRIBUTOR
DETAILS:

REQUIRED QUANTITY
OF INSPECTION : / YEAR

INSTALLER'S DATA / DISTRIBUTOR'S STAMP

COMPANY NAME:

ADDRESS:

INSTALLER.....TELEPHONE +48

STAMP AND SIGNATURE OF AUTHORIZED INSTALLER

USER'S DATA

USER'S DATA:

ADDRESS:

I accept the guarantee terms and conditions
and acknowledge receipt
of efficient device:

--

LEGIBLE SIGNATURE

NOTES AND INSPECTIONS

NOTES ON THE COURSE OF MAINTENANCE INSPECTIONS

<i>Date of execution:</i>		<i>Description of service activities:</i>	<i>Installer's stamp and signature:</i>	<i>Signature of the client confirming the activities performed:</i>
1				
2				
3				
4				
5				
6				
7				
8				
9				

SPECIMEN

NOTES AND INSPECTIONS

ADDITIONAL NOTES

<i>Date of execution:</i>	<i>Description of service activities, repairs, device replacements (symptoms, parts replaced, units and their new serial numbers):</i>	<i>Installer's stamp and signature:</i>	<i>Signature of the client confirming the activities performed:</i>	

SPECIMEN

QUALITY GUARANTEE FOR „KENSOL” HEAT PUMPS

model: KTM 6 KW, KTM 10 KW, KTM 14 KW, KTM 17 KW

§1 GUARANTOR

1. Company operating under the name of „KENSOL” with its registered office in Gliwice, at ul. Daszyńskiego 609A, 44-151 Gliwice, registered in the National Register of Entrepreneurs kept by the District Court in Gliwice X Economic Division of the National Court Register under KRS (National Court Register): 0000502634, NIP (Tax Id. No.): 6312652804 and REGON (National Business Registry No.): 243513406 guaranteed that the products covered by this guarantee will not fail due to defects in material, design or otherwise, and will function properly during the period specified in this limited quality guarantee.

§ 2 PRODUCTS UNDER GUARANTEE

2. This quality guarantee applies to the following KENSOL heat pumps: model: KTM 6 KW, KTM 10 KW, KTM 14 KW, KTM 17 KW.

§ 3 DURATION OF GUARANTEE PROTECTION

1. The guarantee shall be granted for a period of 60 months starting from the date of first commissioning by an authorized service partner, but no longer than 65 months from the date of sale by the manufacturer as shown on the proof of purchase. Information about the first commissioning by an authorized KENSOL service partner should be noted in the guarantee card under penalty of losing guarantee protection.

2. The guarantee period indicated in § 3 item 1 is valid for the permanent connection of the heat pump to the Internet. Devices not permanently connected to the network, on which remote technical support is not possible, have a 24-month guarantee period.

3. The first commissioning should take place no later than 3 months from the date of sale shown on the proof of purchase to the end customer. If the actual first commissioning of the Device occurs later than 3 months from the date of sale of the Device, it shall be assumed for the purpose of determining the guarantee period indicated in Section 3 that the commissioning took place on the last day of the third month counting from the date of sale of the Device.

4. A list of entities with KENSOL authorized service partner status is available at www.kensol.pl/serwis If you are in doubt as to which entity has authorized service partner status, please contact via email at hvac@kensol.pl

§ 4 GUARANTEE CONDITIONS

1. To exercise the rights set forth in this guarantee you must:

- a) have the first heat pump commissioning performed by an authorized KENSOL service partner (aps).
- b) perform and document annual paid maintenance on the unit performed by an authorized KENSOL service partner.
- c) have proof of purchase of the device.
- d) inform about the defect not later than 48 hours counting from the moment of its notice.

2. The first paid technical inspection of the device should be carried out between the ninth and twelfth month counted from the date of initial commissioning. Subsequent inspections should be performed no earlier than in the sixth and no later than in the twelfth month counted from the date of the first technical inspection.

3. The guarantee holder when using the device must exercise due care and undertakes not to use it in a manner contrary to the indications of technical knowledge and the manufacturer's recommendations set forth in the instructions for use of the device. It is forbidden to install device in which defects are perceived.

4. The guarantee holder is obliged to duly maintain the guarantee card. In particular, it is responsible for the accurate entries made by the authorized service partner during the initial start-up and when performing annual technical inspections of the device.

§ 5 GUARANTEE EXCLUSIONS

1. The guarantee will not apply in the following situations:

- a) The defect was caused by improper use of the device.
- b) The defect was caused by external mechanical, atmospheric factors, etc.
- c) The defect was caused by a faulty electrical system.
- d) The defect was caused by installation that did not comply with the guidelines included in the installation and operating instructions.
- e) The system was filled with water that does not meet the standards and recommendations for the quality of water in the system, as specified in the installation instructions,
- f) The defect was caused by the use of automation other than that recommended by the manufacturer.
- g) The defect was caused by the lack of effective elements to protect the device from the lack of water flow through the exchanger. In addition, the heat pump must have a protection system against freezing of the working fluid. The protection should be performed in accordance with the guidelines found in the installation instructions.
- h) The defect was caused by the lack of appropriate filters, valves, vessels and other devices, as required by the art of construction or installation instructions.
- i) The defect was caused by the use of a fluid that does not comply with the guidelines found in the installation instructions as a heat carrier.
- j) The defect arose as a result of connecting the device to a defective installation made contrary to the art of construction and the indications of knowledge.
- k) The defect was caused by factors unrelated to the device itself.
- l) The device was first put into operation by an entity that is not an authorized KEN-SOL service partner.
- m) Unauthorized changes or modifications have been made to the device.
- n) The guarantee holder does not have a guarantee card or the guarantee card in his possession is incorrectly completed.
- o) The defect was caused by normal wear and tear of the parts and device included in the Product.

2. The guarantee does not cover the activities provided for in the operating instructions related to the day-to-day operation of the device, which the Purchaser is obliged to perform on his own and at his own expense, as well as activities covered by paid authorized guarantee inspections.

§ 6 GUARANTEE CLAIM

1. Upon discovery of a defect or improper operation of the device, the guarantee holder should without undue delay contact the guarantee hotline available at 603909013 or

inform the authorized service partner who performed the initial start-up. A claim can be made by sending an email to: hvac@kensol.pl

2. The guarantee holder, if a manufacturing defect of construction or other inherent in the object is found, shall be entitled to free removal of defects. Further claims will not be considered. The decision to accept or deny a complaint is final and is not subject to appeal under the claim procedure.

3. The exercise of rights under the guarantee will be carried out through the action of the authorized service partner of the guarantor. APS undertakes to proceed with the service response no later than 48 hours from the time of notification.

4. Removal of the reported defect will take place no later than 14 days from the date of the decision to accept the claim. The time for removal of the defect or failure may be extended, if it is necessary due to the necessity of importing replacement parts or if such necessity is indicated by the nature of the revealed defect.

5. Parts of the device that have been replaced with new free of defects become the property of the guarantor.

6. If the claim is denied, the guarantor will inform the claimant by email.

7. The cost of an unfounded claim will be borne by the claimant.

8. The indicated means of resolving the guarantee claim are the only means provided under this guarantee. KENSOL Sp. z o. o. declares that it does not accept any responsibility for costs incurred as a result of exercising the rights of this guarantee. In particular, KENSOL Sp. z o. o shall not be liable in any way for the costs of transportation, insurance, customs clearance, disassembly and assembly of the claimed products. The guarantor under this limited quality guarantee does not accept any liability for lost profits, (including loss of production, loss of profits, loss of goodwill, loss of business reputation, loss due to delays). Guarantee repair is provided only in the territory of the Republic of Poland.

§ 7 GUARANTEE FOR CONTROL MODULE AND HYDROBOX

1. All issues related to the manufacturer's guarantee for the KENSOL heat pump control module and Hydrobox shall be governed by the provisions of this section. The Guarantor disclaims any other including implied provisions governing the rights and obligations of those entitled under the KENSOL heat pump control module and Hydrobox guarantee.

2. The guarantee shall be granted for a period of 60 months starting from the date of first commissioning by an authorized service partner, but no longer than 65 months from the date of sale by the manufacturer as shown on the proof of purchase. Information about the first commissioning by an authorized KENSOL service partner should be noted in the guarantee card under penalty of losing guarantee protection.

3. The guarantee provides free repair of manufacturing defects and defects noticed in the device, arising during the guarantee period. A malfunction is understood as a failure of the device to function, malfunction or malfunction of the device software.

4. Guarantee repair is provided only in the territory of the Republic of Poland.

5. If the control module is found to be faulty or defective, the guarantee holder shall:

a) Report the noticed defect within 48 hours of noticing the defect via email to hvac@kensol.pl, The notification should include a detailed description of the defects/failures found and the document confirming the purchase of the device.

b) Make the device available in the condition in which the defects were noticed. It is forbidden to use the device from the time of the defect/failure until guarantee repairs are performed by an authorized service center.

c) If necessary, send the defective device back to the manufacturer's service center. The device should be sent back in packaging that guarantees protection from damage or

destruction. The risk of damage or destruction of the device during transportation is borne by the buyer,

6. The guarantor reserves the right to decide how to remove the defect/failure. The guarantor's decision in this regard is a final decision and is not subject to appeal. Lack of cooperation or refusal to acknowledge the presented method of removing the defect on the part of the entitled party is equivalent to loss of guarantee protection.

7. During the guarantee period, remote technical support is available which is provided by telephone service available at the following telephone number +48 (85)749 70 08 (7 a.m. to 3 p.m. from Mon - Fri except holidays and Saturdays). For urgent matters, call the cell phone at + 48 607 142 698 (from Monday till Friday from 3 - 8 pm except Saturdays and public holidays) and via email to hvac@kensol.pl,

8. The guarantor ensures the shortest possible repair time for the device. Within

14 days counted from the date of receipt of a correct guarantee claim and delivery of the device will provide the guarantee holder with a method of resolving the guarantee claim. The above deadline may be extended in cases requiring additional expertise. The term of repair of the device will be determined individually and depends on the degree and type of defect. The guarantee period is extended by the duration of repair at the manufacturer's service center. In the case of guarantee repair in the form of remote assistance, the running time of the guarantee period is not extended.

9. The control module guarantee is valid only if the devices have been factory sealed and have unbroken original seals, or seals that have been put on by an authorized service center. Damage to the nameplate or its absence will result in the loss of guarantee protection.

10. The control module guarantee does not cover:

a) The activities stipulated in the installation and operation instructions to be performed by the buyer on his own and at his own expense.

b) Normal wear and tear of parts which are referred to as operational. In particular, switches, toggles, tapes, fuses, batteries and rechargeable batteries are considered consumable parts of the control module.

c) Loss of data contained in the device's memory.

d) Damage caused during the transportation of the device by the Buyer.

e) Damage caused by improper installation or use.

f) Actions arising in connection with maintenance or cleaning activities that the buyer is required to perform.

g) Damage caused by external forces.

h) Damages reported after the expiration of the guarantee period.

i) Activities related to the installation of the device, maintenance, or improvement of mechanical connections.

j) Activities involving adjustment of the device.

k) Damage caused by misapplication of the provisions of the installation and operating instructions.

l) Defects resulting from improper storage of the device.

m) Damage caused by improper power supply to the device.

n) Damage caused by improper selection of materials

- o) Activities related to the adjustment of the device.
 - p) The consequences of tampering with the device's source codes by the buyer or a third party.
6. The guarantee period for the Kensol Hydrobox is 60 months starting from the date of sale, but no longer than 66 months from the date of manufacture, excluding the battery and heater for which there is a 24-month guarantee period.
7. Kensol Hydrobox guarantee is not valid in the following cases:
- a) damage occurred due to faulty installation of the device.
 - b) damage occurred due to improper transportation.
 - c) damage caused by the fault of the user.
 - d) damage caused by fire or elevated temperatures explosion or freezing.
8. Each battery must be stored, charged, discharged and operated in accordance with the technical knowledge and guidelines contained in the KENSOL Hydrobox manual.
9. A battery will not be considered defective if its capacity does not fall below 80 per cent of its rated value during the guarantee period.

§ 8 FORCE MAJEURE

1. KENSOL shall not be liable to the Contractor or any other third party for failure or delay in fulfilling its obligations, including those under this Guarantee, caused by epidemics, strikes, insurrections, state of emergency warfare, natural disaster, fires, floods, loss of production capacity, and other unforeseeable circumstances preventing or unreasonably hindering performance. Accordingly, the execution of this Guarantee will be reasonably withheld without liability for delay.

§9 FINAL PROVISIONS

- 1. If any part of the provisions or clauses of this guarantee is found to be invalid or unenforceable or void, this shall not affect the validity of the remaining provisions thereof.
- 2. Any disputes that may arise from the application of the provisions of this guarantee shall be governed by the laws of Poland and resolved by the court having jurisdiction over the Guarantor's registered office.
- 3. This limited quality guarantee covers with its territorial scope the products manufactured by the Guarantor, first placed on the market of the European Union.
- 4. Any changes to the contents of this limited quality guarantee shall require a written statement from the guarantor in order to be valid.
- 5. Nothing in this guarantee shall exclude or limit the end customer's claims against the seller under the guarantee for defects in the goods sold.

SPECIMEN



KENSOL Sp. z o.o.
ul. Daszyńskiego 609 A,
44-151 Gliwice

hvac@kensol.pl
tel. 603909013



kensol
— HVAC —