



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

SPECIMEN

INSTALLATION DATA

INSTALLATION
LOCATION:

ADDRESS:

START-UP DATE:
(DD MM RRRR)

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

PURCHASE DATE:
(DD MM RRRR)

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

DISTRIBUTOR
DETAILS:

REQUIRED QUANTITY
OF INSPECTION :

1

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

NOTES AND INSPECTIONS

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

SPECIMEN

QUALITY GUARANTEE FOR „KENSOL” HEAT PUMPS

§ 1

1. KENSOL sp. z o.o. with its registered office in Gliwice, 609A Daszyńskiego St., 44-151 Gliwice, entered in the National Business Register kept by the District Court in Gliwice, 10th Commercial Division of the National Court Register, under KRS no: 0000502634, VAT no.: 6312652804, REGON no.: 243513406, guarantees that the products covered by this warranty will function correctly for the period specified in this quality warranty.

§ 2

1. This quality warranty applies to the following KENSOL heat pump models:

KTM 6kW, KTM 10kW, KTM 14kW, KTM 17kW.

2. This quality guarantee covers the units specified in § 2.1 first installed in the UK.

§ 3

1. The warranty is granted for a period of 60 months from the date of first commissioning, but no longer than 63 months from the date of purchase of the device from the manufacturer's official distributor. The date of the first start-up must be notified by making an entry on the guarantor's website available at <https://www.kensol.pl/pl/reports> under 'first start-up notification form'.

2. In order to obtain the 60 month warranty protection, the user of the heat pump must connect the unit to the internet within a maximum of 7 days from the date of the first start-up. Failure to connect the heat pump to the internet will result in the loss of the 60 month warranty protection.

3. Units that are not connected to the internet or for which no notification of the first start-up has been made by means of an entry on the guarantor's website will have 24 months guarantee protection.

§ 4

1. In order to take full advantage of the rights set out in this warranty and to obtain a 60 month warranty period you must:

- a) be in possession of the proof of purchase of the appliance,
- b) inform the guarantor of the noticed defect immediately but no later than within 7 days counted from the day of its detection,
- c) perform and document annual technical inspections/ maintenance of the unit,
- d) connect the heat pump to the internet and report the first start-up on the guarantor's website,

2. The first technical inspection of the unit should take place between the 9th and 12th month after the first start-up. Subsequent technical inspections should take place no earlier than in the sixth and no later than in the twelfth month counted from the date of the first technical inspection.

3. Documentation of the annual technical inspection of the heat pump must be provided by sending an email to biuro@kensol.pl. The information provided must at least include the details of the inspector and the daily date on which the work was completed.

§ 5

1. The warranty is not valid in the following situations:

- a) A defect caused by external mechanical, atmospheric, etc. factors,
- b) The defect arises as a result of an electrical installation fault,
- c) A defect has arisen as a result of installation not complying with the instructions in the installation manual,
- d) The installation has been filled with water that does not meet the standards and recommendations for the quality of water in the installation as set out in the installation instructions,
- e) The defect occurred as a result of using automation other than that recommended by the manufacturer,
- f) The defect has arisen due to the lack of effective elements protecting the unit against the lack of water flow through the exchanger. In addition, the heat pump must be equipped with a protection system against freezing of the working fluid. This must be carried out in accordance with the guidelines in the installation instructions,
- g) The defect has been caused by the lack of suitable filters, valves, vessels and other devices as required by the building trade or installation instructions,
- h) The defect is due to the appliance being connected to a defective installation not carried out in accordance with building practices and technical knowledge,
- i) Defect caused by factors unrelated to the appliance itself.

2. The warranty does not cover any activities provided for in the operating manual and connected with the day-to-day operation of the appliance, which the Purchaser is obliged to perform on his/her own and at his/her own expense.

§ 6

1. Upon discovering a defect or a malfunction of the equipment, the person entitled under the warranty should notify the guarantor without undue delay, not later than within 7 days from the day on which the defect or malfunction of the equipment occurred. The warranty claim may be submitted either through the form available on the Guarantor's website at <https://www.kensol.pl/pl/reports> or by contacting via e-mail at biuro@kensol.pl. The Guarantor also accepts the submission of a complaint via telephone contact (0048) 603 909 013.
2. The warranty holder, in the event of discovering a design defect or other inherent defect in the item, has the right to claim from the Guarantor for delivery of replacement parts free from defects. Replacement parts will be delivered at the effort and expense of the Guarantor within 30 days from the date of acknowledgment of the complaint. Further claims beyond the above-mentioned delivery of spare parts will not be accepted. The time limit for delivery of spare parts may be extended if necessary due to the nature of the defect revealed.
3. During the warranty period, the user who has fulfilled all the requirements specified in § 4 point 1, is entitled to make use of the remote technical assistance provided by the factory service of the guarantor.
4. Parts of the appliance which have been replaced with new defect-free parts shall become the property of the guarantor. The warranty holder must return the defective parts that have been replaced with new parts within a maximum period of 14 days from the date of receipt of the defect-free parts. Failure to return the parts within this period will result in the user being charged for the cost of the new spare parts supplied and the cost of transporting them to the place where the unit is located.
5. In the event of refusal of a claim, the guarantor will inform the claimant of this fact by e-mail or telephone.
6. The costs of an unfounded claim will be borne by the claimant.
7. The indicated means of resolving the warranty claim are the only means provided for under this warranty. KENSOL Sp. z o. o. declares that it assumes no liability for costs incurred as a result of exercising the rights of this guarantee. In particular, KENSOL Sp. z o. o. assumes no liability for costs of transport, insurance, customs clearance, disassembly and assembly of the claimed products. The guarantor under this limited warranty assumes no liability for lost profits. (including loss of production, loss of profits, loss of goodwill, loss of business reputation, losses due to delays). Warranty repairs are only provided within the UK.

§ 7

1. KENSOL shall not be liable to the contractor or any third party if the non-performance or untimely performance of the obligations set out in this warranty has been caused by force majeure i.e. circumstances beyond the will and control of KENSOL, such as war, riots, strikes, war conditions, pestilence or other epidemics, fires, floods or other similar causes or circumstances.

§ 8

1. Should any part of the provisions or clauses of this warranty be found to be invalid or unenforceable, this shall not affect the validity of the remaining provisions.

2. Any disputes that may arise from the application of the provisions of this warranty shall be governed by the laws of Poland and resolved by the court having jurisdiction over the Guarantor's registered office.

3. Any changes to the content of this Limited Quality Warranty shall require a written declaration from the Guarantor to be valid.

SPECIMEN

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

hvac@kensol.pl
tel. 603909013



kensol
— HVAC —