

## WARRANTY CONDITIONS

### 24 month Standard Warranty + 12 month Compressor Only Warranty

- a) Heat Pumps that benefit from 24 month Standard Warranty + 12 month Compressor Only Warranty are the following:  
i-NRG, AWR DHW2 XE, i-KIR, i-KI, MTD1 AWR, AWR MTD2 XE, AW HT, WWR MTD2, MTD2 BWR, WWR DHW2, BWR DHW2.
- b) 24 month Standard Warranty for the entire unit and 36 months on the compressor will only be applied if the first set-up operation is carried out by an authorized Climaveneta service centre. The first switch-on is mandatory and it must be purchased with the heat pump according to the pricing conditions list.
- c) The warranty period starts from the date of purchase of the heat pump as indicated on the corresponding Climaveneta invoice.
- d) The failed delivery of spare parts within the fixed time frame for reasons not dependent on Climaveneta SpA will not generate penalties.
- e) Any and all replacement or repair work executed while under warranty must be performed by a Climaveneta Spa authorized service centre. Failure to do so will result in the expiry and invalidity of the warranty.
- f) The warranty will expire immediately when significant deficiencies are observed in the execution of periodic maintenance (such observations will be indicated in Climaveneta servicing documentation).
- g) No parts or components are covered by the warranty if they are found to be defective due to:
  - Negligence or carelessness in the usage due to failure in following instructions for the operation of the unit;
  - Improper installation;
  - Maintenance performed by unauthorized service centres;
  - Surges depending on the network's electricity provider;
  - Acts beyond control such as lightning, floods, weather disruptions, etc.
  - Circumstances that cannot be attributed to defects in the product's manufacturing;
  - Failure to properly observe instructions relative to installation, operation and maintenance of the unit as indicated in the appropriate manuals provided by Climaveneta SpA;
  - Absence of the initial set-up, or initial switch-on carried out by a service centre not authorized by Climaveneta SpA;
  - Failure to immediately turn off the unit when a defect or malfunction is found;
  - Manual resetting of the alarms;
  - Modification, tampering, and repair carried out by personnel not authorized by Climaveneta SpA;
  - Deterioration of the unit due to corrosive action of detergents or additives which are not suitable;

- Insufficient flow of water systems or abnormal, voltage irregularity in the power lines, water fails to correspond to the indications given in the manuals supplied with the unit.
- h) Servicing regarding maintenance procedures as described in the manuals supplied with the unit are excluded from the services covered by the warranty
- i) Costs that are excluded from the warranty:
- Lifting in general, the use of scaffolding;
  - Materials subject to normal wear such as belts, bearings, supply and cleaning of air filters, anti-freeze oil, gas filters, electricity metres, security instruments in accordance with current regulations;
  - The washing and removal of incrustation from heat exchangers in general (Air or Water)
  - Securing the place of work (Law 81/08);
  - Acts carried out during holidays or outside of normal working hours;
  - Gas refrigeration in case of loss of the refrigerant circuits FOR REASONS NOT ATTRIBUTABLE TO NORMAL USE;
  - Damage caused by negligence on the part of the Customer, or by the tampering of third parties or due to acts beyond control such as fires, floods, collapse, or accidents of any kind;
  - Usage outside the limits specified in the Climaveneta Official documentation such as the service manual, technical bulletin, and commercial catalog;
  - Damage which may arise directly or indirectly to persons and animals resulting from the failure to follow the instructions given;
- j) The warranty covers:
- Replacement or repair of the equipment's component parts that are deemed faulty due to manufacturing defects;
  - The 24 month warranty covers all unit parts;
  - The additional +12 month warranty on the compressor only covers the cost of the component;