

11. General Warranty Conditions

I. General information

These warranty conditions are the basis for the claims of the customer indicated in the warranty card; the manufacturer guarantees the owner (Customer) trouble-free operation of the sold air handling units, hereinafter referred to as units

II. Warranty period

1. The warranty for the units is 18 months from the date of commissioning, but no later than 2 years from the date of sale
2. The condition for the recognition of the warranty is the execution of two technical inspections per year, the first before the cooling season and the second before the heating season, by an authorised RATHERM HVAC service centre, and the orders should be sent electronically to Ratherm sp. z o. o. at the following addresses: info@ratherm.pl, rs@ratherm.pl, ps@ratherm.pl

III. Warranty coverage

1. The manufacturer will, at its discretion, either replace the units or their defective parts or repair them at the place of installation or elsewhere, after sending them for repair.
2. In the event that the warranty service is performed at the place of installation of the unit in the country of the manufacturer's headquarters, the manufacturer will cover the costs of transport of the authorised service centre personnel and of transport of spare parts only within a radius of 300 km from the service centre location in that country.
4. The warranty service does not change the warranty period, the warranty for the replaced parts ends at the end of the unit warranty period.
5. The manufacturer's liability under the implied warranty for unit defects is excluded.
6. These warranty conditions are binding on the parties to any contracts relating to the units, unless otherwise specified in the contract with the consent of the manufacturer.

IV. The warranty does not cover:

1. Unit parts subject to normal wear and tear, consumables (filters, seals, V-belts, bulbs, fuses, bearings, etc.)
2. Damage not attributable to the manufacturer and defects in the units caused by reasons other than those inherent in the units.
3. Damage to units due to environmental influences, improper transport and storage.
4. Mechanical damage resulting from improper handling and operation of the unit.
5. Units whose installation was not carried out by the Authorised RATHERM HVAC Service Centre or was carried out under conditions incompatible with the OMM.
6. Units whose commissioning, connection of the unit supplied by Ratherm or servicing was carried out by persons not authorised by the Manufacturer in each case. Applies to units equipped with a Ratherm cooling unit and/or gas heater.
7. Units in which modifications, changes in operating parameters, repairs or replacement of equipment parts have been made without the manufacturer's written consent.
8. Damage and defects in the casing and construction components that do not affect the functionality and correct operation of the units.
9. Damage and defects to units resulting from use and operation not in accordance with the building/construction design.
10. Units whose purchase has not been financially settled with Ratherm, including additional services.

V. The manufacturer shall not be liable for

1. Damage caused by unit downtime while waiting for warranty service.
2. Any damage to the Customer's property other than the units.

VI. Complaints

1. Complaints should be reported by telephone or e-mail to the following address: info@ratherm.pl, to the service centre phone number or to the address on the manufacturer's website or on a sticker placed on the unit. The complaint notification must include the unit's serial number, the location where the unit is installed, a contact telephone number and, if possible, a brief description of the fault.

VII. Warranty service

1. The services provided under this warranty will be provided within 14 days from the date of notification. In exceptional cases, this period may be extended, in particular if the warranty service requires parts or sub-assemblies to be brought in from a sub-supplier and if the service centre is prevented from working due to bad weather conditions.
2. Parts which the service centre removes from the unit as part of the warranty service and replaces with new parts become the property of the manufacturer
3. Costs incurred as a result of unjustified complaints or the interruption of the service centre's work at the Customer's request shall be borne by the Customer.
4. The manufacturer has the right to refuse to perform the warranty service if the Customer withholds payment for the unit or previous service.
5. The Customer is obliged to cooperate with HVAC RATHERM technicians in the performance of the warranty service performed at the unit's place of installation by:
 - a) enabling timely access to the unit;
 - b) presenting the documents supplied with the unit;
 - c) taking the measures necessary for the protection of persons and property and observing health and safety regulations at the place of performance of the warranty service;
 - d) ensuring that work can begin immediately on arrival of the service and can be carried out without undue delay;
 - e) providing, free of charge, all possible assistance for the performance of the service (e.g. providing a source of electricity or lighting at the place of performance).
6. The Customer is obliged to immediately accept and acknowledge the warranty service on the Service Card document. In the event of any doubt as to the quality or completeness of the warranty service, the Customer shall be entitled to lodge a complaint.