

## WARRANTY CARD

**CLIENT DATA** **Private individual**     **Company**     **Agricultural holding**

First and last name / Name of the company:

Heat pump installation address:

Place:

Postal code:

Phone:

Email:

Warranty subject:

Pickup date

### Subject matter of the warranty

This document confirms that the Blaupunkt Product is covered by the quality warranty under the terms set out below. Hymon Fotowoltaika Sp. z o.o. with its registered office in Tarnów, at ul. Dojazd 16A, 33-100 Tarnów (hereinafter: Warrantor), covers the Warranty for the Product specified in this Warranty Card in accordance with the technical and operating conditions described in the Product's operating and installation instructions and installation guidelines, which authorise the installer to install Blaupunkt heat pumps; the guidelines are available at [www.hymon.pl](http://www.hymon.pl) and [blaupunkt-store.eu](http://blaupunkt-store.eu)

The Warrantor's obligations under this Warranty are performed by the Installer who has installed and commissioned the Product. The Warrantor's duties and rights may also be exercised by another Authorised Service Provider, subject to assumption of responsibility under the warranty card.

The Warranty Card is valid provided it is duly completed and signed by the Installer within 14 days of completion of the installation.

Warranty covers only the purchase of a complete Blaupunkt brand heating appliance (a complete appliance is a split or monobloc unit) purchased and used within the European Union and installed by an Accredited Blaupunkt Installation Company.

The Warranty Card sets out the following definitions for the warranty process:

1. Warrantor - Hymon Fotowoltaika Sp. z o.o. with registered office in Tarnów, ul. Dojazd 16A, 33-100 Tarnów
2. User - a person who owns the product and who uses it for its intended purpose, either for his own use or in the course of his business; a person who has acquired the device solely for the purpose of reselling it or for installation on a third party's premises is not a user.
3. First Commissioning - the first installation and commissioning of a Product after ownership has passed to the first user - usually at a facility owned or co-owned by the first user
4. Authorised Service Provider - a professional entity qualified and authorised by Hymon Fotowoltaika Sp. z o.o.; this category also includes persons with the above-mentioned qualifications who are employees of Hymon Fotowoltaika Sp.z o.o. at the time of performing the activities at the user's premises.
5. Installer - a professional entity with a valid entitlement at the time of the user's activity
6. Website- website at [www.hymon.pl](http://www.hymon.pl) and [www.blaupunkt-store.eu](http://www.blaupunkt-store.eu)

### Warranty period

Product	Warranty period	Scope of the warranty
DC inverter heat pumps	2 years	Warranty on the entire Product

#### General terms and conditions of the STANDARD quality Warranty

1. The Warrantor guarantees that the subject of the Warranty (service and goods supplied) covered by this Warranty Card complies with all technical and quality conditions stipulated by law in terms of standards, approvals, certifications, technical approvals, classifications and permits.
2. This Warranty with regard to the quality of the subject matter of the contract covers liability for defects inherent in the materials and the Product used as well as faulty execution of the work and is granted for a period of 24 months from the date of signing of the acceptance protocol.
3. All complaints must be reported to the Installer immediately after the defects are discovered, to the Warrantor's e-mail address: [biuro@blaupunkt-store.eu](mailto:biuro@blaupunkt-store.eu)
4. A complaint must be made within 7 days of the date on which the defect was discovered. When dealing with complaints, their validity is assessed taking into account the applicable technical standards.
5. If the complaint is found to be justified, the Warrantor may, at its discretion, either rectify the inadequacies of the Goods or refund the price accordingly. The handling of a complaint in the manner described above exhausts all claims by the User for defects, deficiencies or other non-conformities of the services provided.
6. In any case of a complaint, the Warrantor shall base its consideration on the drawing up of a complaint report and photo documentation immediately after the User has reported the complaint.
7. Until the complaint is finally resolved, the User is obliged to store the goods under complaint in a proper manner that prevents any damage or shortages.
8. Failure by the User to comply with the aforementioned deadlines or claim conditions shall result in the loss of rights under the Warranty.
9. The Warrantor shall not be liable for damage caused by improper use or storage of the goods by the User, or by workmanship or design errors of third parties.

In particular, the User is not entitled to complain in situations where:

- a. The User or a third party has used the Goods not in accordance with their technical parameters, of which the User has been informed by the Warrantor; the User or a third party has made changes to the Goods without consulting the Warrantor;
  - b. The User has not complied with the instructions for use of the Product, including neglect of or damage to the Product;
10. The Warrantor shall also not be liable for failures or damage to the Warranty object caused by force majeure, including, in particular, power failure at the User's premises, lightning, fire, flood, overvoltage or other similar events.
  12. The Warrantor shall not be liable for defects caused by a delay in notifying the Warrantor of a defect, if this defect has caused other defects (damage) that could have been avoided if the Warrantor had been notified of the defect in time.
  13. The Warrantor shall have the right to withhold its claims against the User on account of a complaint until the Investor has paid all outstanding debts.
  14. In cases of repeated unjustified complaints, the Warrantor has the right to charge the User with all costs of the complaint procedure, including the costs of: expert opinions and organisation of additional transport.

#### Final provisions

1. Warranty claims are handled according to the warranty terms and conditions in force at the time of sale of the Product.
2. The Warrantor and the Service Partner shall not be liable for the timeliness of the warranty services if their activities are disrupted by unforeseeable, extraordinary circumstances beyond the Warrantor's or Authorised Service Partner's control, such as floods,

typhoons, wars, earthquakes, governmental decisions, in particular those restricting civil liberties or the free movement of goods and services.

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**Warrantor's signature**

## Appendix No. 1

**INSPECTION CARD****Confirmation of start-up**

start-up date	name of the Authorised Service and signature	(comments, orders)
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**Warranty inspections**

date of inspection	name of the Authorised Service and signature	(comments, orders)
date of inspection	name of the Authorised Service and signature	(comments, orders)
date of inspection	name of the Authorised Service and signature	(comments, orders)

**Repair sheet**

date of repair	name of the Authorised Service and signature	(description of activities carried out)
date of repair	name of the Authorised Service and signature	(description of activities carried out)
date of repair	name of the Authorised Service and signature	(description of activities carried out)