

WARRANTY CARD (for the installer)

PRODUCT DATA:

Product model	
Serial number/year of manufacture	

Subject matter of the warranty

1. The Warrantor hereby guarantees the efficient operation of the Warranted Product (hereinafter the "Product") indicated in the Warranty Card in accordance with the technical and operational conditions described in the operating instructions and installed in accordance with the installation instructions. The beneficiary of the warranty is the User only.
2. Under the terms of this warranty, the Warrantor shall only be obliged to supply, free of charge, the spare parts necessary to repair the Product, provided that the warranty claim has been accepted.
3. The warranty is conditional upon the Authorised Service Centre commissioning the Product and carrying out regular Authorised Guarantee inspections of the Product every 12 months from the date of Authorised Commissioning. The User shall be entitled to warranty rights for the period of time indicated in the table below counted from the date of Authorised Commissioning of the Product, but no longer than the warranty period indicated below plus 6 months counted from the date of sale of the Product, in accordance with the terms and conditions stated below.

Blaupunkt appliance type :	Warranty period from date of commissioning
Heat pumps - Monoblock	24 months*
Heat pumps - Split	24 months*
Hydrobox - MV1 V2	24 months
Air Conditioning	24 months

*applies to PREMIUM warranty

4. The User is obliged to maintain the Warranty Card properly and is in particular responsible for systematic, correct and accurate entries. The warranty shall be null and void in the event of any breach of this obligation by the User.

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

1. Warrantor - Hymon Fotowoltaika Sp. user's premises. with its registered office in Tarnów at ul. Dojazd 16A, 33-100 Tarnów
2. User - a person who owns a product and who uses it for its intended purpose, either for his/her own use or in the course of his/her business; a person who has purchased a product 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 Centre- a professional entity holding qualifications and additionally authorised by Hymon Fotowoltaika Sp. z o.o.; this category also includes persons holding the above-mentioned qualifications who are employees of Hymon Fotowoltaika Sp. z o.o. at the time of performing 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 and www.blaupunkt-store.eu

Warranty period

Product	Warranty period	Scope of the warranty
Heat pumps with DC inverter	2 years	Warranty on the entire Product
Air Conditioning	2 years	Warranty on the entire Product

The detailed scope and conditions of the warranty are defined further in the Warranty Card.

Scope of Warranty

1. This warranty covers defects and failures of the Product caused by defective parts and/or manufacturing defects.
2. As a condition for the exercise of rights under this warranty, the User must present the following:
 - a. Correctly filled in Warranty Card
 - b. A valid receipt/invoice of purchase,
 - c. A warranty notification with a precise description of the defect or failure.
3. The Warrantor shall deliver to the User, in exchange for the defective Product, a defect-free Product only if the Product has manufacturing defects that prevent it from being used for its intended purpose, despite the Authorised Service having carried out, during the warranty period, three significant repairs to the same component of the Product to remedy these defects.
4. It is up to the Warrantor to provide the User with a defect-free Product in exchange for the defective Product.
5. Any defective parts or Products that are replaced become the property of the Warrantor.
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After-Sales Process

The after-sales service process and the handling of reported complaints requires the following procedures to be followed. A barcode from the nameplate, photos and videos after the repair will be required. Please refer to the instructional material on service reviews.

In the case of after-sales problems, the Installer is responsible for verifying reported irregularities and determining the source of the problem, while the Warrantor provides technical support. Types of individual services:

1. Remotely communicating maintenance instructions: When the Installer identifies a factory defect in the Product that can be remedied on site, the Installer will resolve the problem directly and the Warrantor will provide technical support; . Maintenance costs are covered by the Warrantor. Mutual settlements will then be based on the price list for maintenance services available on the website;
 2. Mail-in repair: In the event that parts are damaged and need to be replaced, if they cannot be purchased locally, the Warrantor will send new parts to the user and the Authorised Service Centre will be responsible for the replacement. Defects or defects discovered during the guarantee period will be rectified immediately. The User will be kept informed of the deadline and the scope may be extended by the time it takes to bring in replacement parts from the Manufacturer. Mutual settlements will be based on the price list for maintenance services available on the website;
 3. The guarantor is obliged to pay the amount for the first commissioning, in accordance with the price list of services on the website.
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4. Replacement of the entire Product: In the event that it is not possible to rectify the defect on site, the entire Product shall be replaced after the request form available on the website has been correctly filled in;

Name	Type of material	Shared videos or photos	Detection method
Defective compressor	Video	Resistance between the compressor terminals U and V, V and W, W and U respectively, and resistance between U, V, W and ground	Use a multimeter to take a direct measurement with the power off
Refrigerant leakage	Video	A video of air bubbles forming at the site of the leak.	Use water with detergent to immerse the leak site and bubbles will appear (if refrigerant is leaking from the unit, fill with nitrogen or add refrigerant)
Water tank leakage	Video	video of air bubbles forming at the leak site	The water tank is filled with cold water, and the video will show the water flowing out of the leak sites
Leakage from the heat exchanger	Video or photo	A video showing the heat exchanger water tube where air bubbles form, or the removal of the heat exchanger connecting tube, and you can see the video showing water coming out of the connecting tube	If the heat exchanger is leaking, disconnect both heat exchanger water pipes. Once the system is filled with nitrogen, a video is recorded showing the air bubbles coming out of the water tubes. If refrigerant enters the water from the system, it is necessary to cut the refrigerant tubes at the inlet to and outlet from the heat exchanger, and to produce a video showing the water flowing out of the fluoride circuit from the heat exchanger. The nameplate of the heat exchanger should also be available
Motherboard or controller burned out	Photos	Photographs of the burned area are required	There are traces of burning
Water leaking from the tube	Video	A video of the spill site is required	Water flows out of the pipe or fittings

Exclusion of liability

The scope of this guarantee does not include:

1. A product in which arbitrary modifications have been made,
2. Malfunctioning or damage caused by improper use of the Product, in particular the negligence of the User or the use and application of the Product contrary to the instructions for use or safety regulations,
3. The installation of the refrigerant, the quality of the refrigeration, condensate and electrical supply lines used, and any damage to the Product caused by their malfunction,
4. Plumbing system, and improper operation and/or damage to the Product resulting from its malfunction,
5. Mechanical and thermal damage to the Product caused by improper use not in accordance with the instructions for use.

6. Defects in the internal installations working with the Product:
7. Defects resulting from upgrades to internal installations carried out by the User after commissioning and affecting the operation of the Product,
8. Damage to the Product as a result of improper installation of the electrical supply and its interference occurring at the place of use of the Product,
9. Malfunctioning or damage to the Product resulting from fire, flood, lightning or other natural disasters, as well as fortuitous events unrelated to the operation of the Product, unforeseen accidents of corrosion, abnormal supply voltage, normal operating wear and tear, or war, civil unrest and other external factors.
10. Normal wear and tear of the parts and Product included in the Product,
11. Damage to the Product due to improper selection of the Product,
12. Operational activities belonging to the User and resulting from the instructions for use of the Product, including the programming of user settings.
13. The Guarantor shall not be liable for damage to the place of use of the Product caused by improper operation, unauthorised modification of the Product or lack of warranty inspections.

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 Guarantor and Authorised Service Provider are not responsible for the timeliness of guarantee services if their activities are disrupted by unforeseeable, extraordinary circumstances beyond the Guarantor's or Authorised Service Provider's control, such as floods, typhoons, wars, earthquakes, governmental decisions, especially those restricting civil liberties or the free movement of goods and services.

Guarantor's signature

Service price list		
Summary of service charges for heat pumps/hydro boxes/air conditioners covered by the manufacturer's warranty		
Activity name	Net price €	Comments
Replacement of gas system components	300	price for refrigerant/other material to be agreed with biuro@blaupunkt-store.eu
Location of gas system leaks	100	
Repair of gas system leaks (without replacement of parts)	100	
Replacement of electronic components and electrical components	50	
Replacement of hydraulic components	70	
Repair of water system leaks	50	
Access to equipment under warranty	0,5 €/km	(total to and from) (above 200 km a fixed rate of € 100 per journey applies)
Other activities not classified above		price to be determined by contacting biuro@blaupunkt-store.eu

info: The installer service is fully responsible for the warranty service of the appliance it has commissioned.