



Register

and **get a free warranty extension** to 5 years
for your HEATPEX ARIA heat recovery system



Complete MVHR
system **pays
off more**



Heat
recovery
ventilation
unit

OR



Compact
heat recovery
ventilation
unit



Insulated
mass flow
ductwork



Air
distribution
ducting
system

FIND OUT MORE ABOUT HEATPEX'S COMPLETE MVHR SYSTEM ON OUR WEBSITE

heatpex.pl



See how **easy it is!**

Experience peace of mind with our **5-step program** for extending your HEATPEX ARIA heat recovery system's warranty by 5 years.

By registering your HEATPEX ARIA heat recovery system, you have the exclusive opportunity to extend your warranty to an exceptional 5-year period, completely free of charge. This warranty encompasses the entire mechanical ventilation with heat recovery system (MVHR system) HEATPEX ARIA – unit and installation components.

HEATPEX's unwavering commitment to producing high-quality products, coupled with our use of top-notch components, guarantees a superior product that conforms to industry standards. However, if any repair is necessary, you can rest assured that it will be done promptly and at no cost to you.

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service@heatpex.pl
www.heatpex.pl



5 **steps** to get an extended **5-year** warranty



Step 1

Correct design of the HEATPEX ARIA MVHR system in accordance with the Manufacturer's guidelines and generally accepted regulations and construction standards regarding ventilation.

Step 2

Installation of the MVHR system built exclusively from HEATPEX* components/products and made in accordance with the guidelines contained in the manufacturer's installation and operating instructions.

Step 3

First start-up of the ARIA VITALE or ARIA VITALE compact device documented in the First Start-up Protocol by a qualified specialist – installer and ventilation system adjustment in accordance with the design.

* ARIA VITALE heat recovery unit, ARIA VITALE compact heat recovery unit, ARIA CONNET air distribution system and ARIA ADURO insulated system.



Step 4

Notification of the extension of the ventilation system warranty via the www.heatpex.pl website within max. up to 3 months from the date of commissioning.

Step 5

Regularly carrying out and recording technical inspections as well as filter replacement and system maintenance in accordance with the provisions in the Warranty Card.

It's that, easy!

To complete the warranty extension form, simply:

1. **Register** at www.service.heatpex.pl website and attach the following documents:

- A photo of your ARIA ADURO system, ARIA CONNECT, and ARIA VITALE or ARIA VITALE compact unit,
- A copy of your purchase invoice,
- The first start-up protocol, which is attached to your device and also available on the www.heatpex.pl website.



2. **Verification**

Your application and attachments will be reviewed by HEATPEX.



3. **Confirmation**

After positive verification, a confirmation will be sent to you by e-mail.

Terms of the extended 5-year warranty

HEATPEX Sp. z o.o. with its registered office in Gdańsk (80-044) at Trakt Św. Wojciecha 29, registered in the Register of Entrepreneurs of the National Court Register kept by the District Court Gdańsk-Północ in Gdańsk, 7th Commercial Division of the National Court Register under KRS number 0000204309, using the NIP number 5832853709, REGON number 193031338 (hereinafter referred to as the „Warrantor”), being the manufacturer of a complete recuperation system HEATPEX ARIA (hereinafter the „System”), i.e. ARIA VITALE or ARIA VITALE compact air handling units (hereinafter the „Device”), together with the ARIA ADURO insulated ventilation pipe system and the ARIA CONNECT plastic air distribution system, hereby grants the Consumer (within the meaning of applicable EU Law) a quality warranty quality for the System purchased by the Consumer, under the conditions specified in this Warranty Card.

The warranty covers the System used in the country where the Warrantor sells its products and is entitled only to the end User of the System who is a Consumer, where the initial installation and first start-up of the Device within the meaning of the provisions of this Warranty Card was carried out. This document is available at www.heatpex.pl

WARRANTY PERIOD

The extended warranty period is 60 months and starts from the moment of commissioning the device, but not longer than 3 months from the date of purchase of the Device.



The condition for obtaining the extended warranty is the fulfilment of the following points:

- Properly designed HEATPEX ARIA recuperation system according to the manufacturer's guidelines and generally accepted regulations and standards of the country in which it is installed.
- Assembly of the installation built exclusively from HEATPEX components based on the ARIA ADURO system, ARIA CONNECT, and the ARIA VITALE or ARIA VITALE compact ventilation unit
- Documented first start-up performed by a specialist - installer in the Report of the first start-up of the unit, and adjustment of the ventilation system in accordance with good practice.
- Submitting an extension of the System warranty via www.heatpex.pl within 3 months from the date of commissioning.
- Regular paid technical inspections of the unit every 12 months, recorded by the service technician in the warranty card.
- Regular replacement of original HEATPEX air filters, recorded by the user in the warranty card.
- All replacements (except filter replacement) and repairs performed by HEATPEX service or authorized HEATPEX service centres.

During the warranty period, the Warrantor undertakes to remove defects and/or faults in the System free of charge, resulting from production defects of the System.

SCOPE OF THE WARRANTY

Filing warranty claims covered by the Document is possible in relation to irregularities and/or defects in the operation of the System, revealed and reported during the Warranty Period.

The warranty covers only the Customer's right to request repair of the System or replacement of defective parts of the System with new ones.

WARRANTY EXPIRY TERMS

The warranty expires in the following cases:

- The assembly, installation or tampering with the System contrary to the System's assembly and operating instructions, including by an entity without the appropriate authorizations indicated in this Warranty Card;
- Using the Device in a manner inconsistent with its intended use, applicable law or the instructions for assembly and operation of the System;
- Mechanical damage to the System by the User and defects caused by this damage;
- Performing inspection, service, modification, maintenance, repair or structural and technical changes to the Device by unauthorized entities;
- The User's application of inappropriate technical requirements for the System or faulty or faulty electrical installation;
- Random events, including: power surges, lightning strikes, events caused by animals, including insects;
- Neglected maintenance, including lack of original HEATPEX filters or failure to replace them with the required frequency indicated in the installation and operating instructions;
- Information about the first start of the device was not recorded in the First start-up report.
- The lack of possibility to identify the entry in the First start-up report, including due to its illegibility.

THE WARRANTY DOES NOT COVER:

- Elements directly related to assembly, such as: assembly elements, peripheral devices, power and signal cables other than supplied with the Device from the Manufacturer,
- Defects and damage caused by improper design of the ventilation system,
- Defects and damage caused by improper operation of the Device caused by improper assembly or installation, including flooding due to incorrect connection of the condensate drain system, heating water system, cooling water system, defective performance of the freon system, leakage of the freon cooling system, electric shock caused by improper wiring and electrical connection of the Device,
- Improper functioning of the Device as a result of using it inconsistently with the assembly and operating instructions available at www.heatpex.pl
- Damage caused during transport and storage,
- Defects resulting from connecting the wrong voltage or using inappropriate electrical protection of the device,
- Defects resulting from extreme operating conditions,
- Defects resulting from mechanical damage to the System by the User,
- Defects caused by random events, including unforeseen or sudden weather phenomena, catastrophes or natural disasters,
- Devices that do not have a serial number or it is not possible to identify the Device's serial number,
- Consumables of the Device, e.g. filters, seals, etc.

COMPLAINT

- Defects or faults of the System are reported via the website www.heatpex.pl using the complaint form (hereinafter „Malfunction Report”).
- Defects and faults reported during the warranty period will be removed within 14 days from the date of delivery to the Warrantor of a completed

complaint. The Warrantor reserves the right to extend the above period in the event of force majeure or the need to produce or import parts necessary to perform the warranty service.

- Reporting a malfunction during the warranty period should be sent via the website www.heatpex.pl within 7 days from the discovery of the defect or malfunction.
- The Warrantor reserves the right to request copies of documents confirming the correct installation, mandatory inspections (service reports of inspections performed), installation design and refusal to provide the warranty in the absence of these documents or refusal to present them.
- The User is obliged to provide the Guarantor with free access to the Device at the place of its installation in order to perform the warranty obligations.
- In the event of unjustified claims under the warranty, including in the event that during the repair as a result of the warranty application it turns out that there was a circumstance excluding the Warrantor's liability, the reporting User is obliged to cover the costs of handling the complaint, travel costs and service work, a The Device is then repaired at the User's expense.
- Obligations arising from the quality guarantee granted by the Warrantor do not include service activities related to inspections, cleaning, replacement of consumables (filters, seals, etc.) and maintenance of the Device.
- The warranty does not exclude, limit or suspend the User's rights resulting from the provisions on non-compliance of the goods with the contract.

- If the Warrantor replaced the defective Device with a new one or made significant repairs, the warranty period runs anew from the moment of delivery of the replaced or repaired Device to the Consumer. In the event of replacement of a single part belonging to the Device under complaint, the warranty period starts anew with respect to this part. In other cases - e.g. when a complaint regarding replacement or repair was not recognized by the Warrantor or the Consumer demanded from the Warrantor actions other than replacement and repair - the warranty period is extended.
- During the use of warranty rights, the time limit for exercising the rights due to non-compliance with the contract is suspended from the date of notifying the Warrantor of the defect. This period continues from the date of rejection of the complaint submitted to the Warrantor (or from the expiry of the time to perform the obligations arising from the warranty).

In matters not covered by this Document, the claims submitted in connection with the purchase of the Device in the EU, excluding the Republic of Poland, shall be governed by applicable law, including Directive (EU) 2019/771 of the European Parliament and of the Council of May 20, 2019 on certain aspects of contracts for the sale of goods, amending Regulation (EU) 2017/2394 and Directive 2009/22/EC and repealing Directive 1999/44/EC.

In matters not covered by this Document, to claims made in connection with the purchase of the Device in Great Britain, Switzerland, Moldova and Norway the relevant provisions of the law of that country shall apply.