

'5-year warranty' Terms

I. The company Reventon Group Sp. z o. o., hereinafter referred to as the guarantor, provides 24-month warranty protection period for the following devices:

- air conditioner VESPER 3.4
- air conditioner VESPER 5.1

II. The condition for obtaining a 60-month warranty is the registration of the product by the purchaser (hereinafter referred to as the customer) at: <https://reventongroup.eu/en/vesper-registration> and the operation of the device in accordance with the VESPER technical documentation and the '5-year warranty' Installation Card, which can be found at: <https://reventongroup.eu/download/IC-vesper.pdf>. In the event of mutually exclusive recommendations, the requirements of the '5-year warranty' Installation Card shall prevail. Registration must be completed after installation of the device, but no later than 30 days from the date of purchase of the air conditioner by the end customer.

III. The warranty protection is valid from the purchasing date.

IV. The warranty claim should be reported via the complaint form on the website (<https://reventongroup.eu/en/complaints>). The scan or the photo of the fulfilled '5-year warranty' Installation Card and the purchase invoice must be attached to the form.

V. '5-year warranty' Installation Card must be fulfilled by a certified installer within the meaning of Regulation (EU) No. 517/2014.

VI. Periodical inspection and maintenance in point III must be performed by a certified installer within the meaning of Regulation (EU) No. 517/2014 (hereinafter referred to as the service technician). The service must be confirmed with an appropriate entry in point III of '5-year warranty' Installation Card and registered electronically by sending a photo or scan of the '5-year warranty' Installation Card to the e-mail address: serwis@reventongroup.eu.

VII. The inspection and maintenance is paid by the customer.

VIII. The first service should be performed a maximum of 6 months from the date of installation of the device. Then, the period between particular services cannot be shorter than 5 months and longer than 7 months.

IX. The guarantor is committed to consider the claim within 14 working days since the date of reporting (i. e. the day of receipt of the correctly fulfilled warranty form).

X. In exceptional cases, the guarantor reserves the right to extend the time for consideration of the request, especially if the defect is not permanent one and its determination requires a deeper analysis. The extension must be notified by the guarantor before the end of the 14th working day.

XI. In the event of force majeure, such as a natural disaster, war, terrorist attack or a decision of the authorities affecting the activities of the guarantor, the duration of the warranty obligations is extended by the duration of this force majeure.

XII. Under the warranty, a service technician or other certified installer within the meaning of Regulation (EU) No. 517/2014 repairs the device at the request of the guarantor.

XIII. In the case of replacement of a device component, the warranty protection of the whole unit is not prolonged.

XIV. The guarantor may decide to bring the defective device or its component to the service of Reventon Group Sp. z o. o. In such case the transport of the item is organised and paid by the guarantor.

XV. In the case of arrival of the authorized service of the guarantor or an installer to fix the complaint item, the customer must ensure them seamless access to the device, without the need to use a lift or lifting device and all required media like electricity, water, lighting etc. free of charge. If the above are not provided, the guarantor has the right to refuse to perform the warranty repair. In such a case, the customer is not entitled to report the same defect as a warranty case.

XVI. The warranty protection does not cover the parts of the device subject to the normal wear and tear as well as the following cases:

- a) refrigerant, condensate, installation and other services performed by the installer
- b) mechanical damage of the product
- c) defects and damages through:
 - improper storage or transport
 - improper or non-compliant use and maintenance (i. e. inconsistent with the manual)
 - using the device in the improper conditions (too high humidity, too high or too low temperature, impact of the surrounding, sun etc.)
 - unauthorized (i. e. by the user or other unauthorized persons) repairs, modifications or construction changes
 - connecting equipment inconsistent with the technical documentation
 - connecting additional equipment, which is not recommended by the guarantor
 - improper power supply
 - random events (like fire, flood, storm etc.)
- d) elements which wear and tear such as discolour of the housing

If there is any of the above, the claimant will be charged for transport and / or repairs.

XVII. During collection of the device, the item must be checked exactly by the receiver to exclude transport damages. If any of them is observed, the damage report in presence of the product deliverer have to be filled - such report is the basement for the warranty claim. The damage report must be provided by the product deliverer.

XVIII. The guarantor does not take the responsibility for potential losses and damages related to the downtime of the device during its failure and the complaint considering time.

XIX. Any changes to the provisions of these '5-year warranty' Terms, improper use of the product and traces of independent repairs (i.e. outside the Reventon Group Sp. z o. o. service center) or modifications will invalidate the warranty.

XX. These '5-year warranty' Terms takes precedence over standard Warranty Terms for VESPER but do not exclude or limit any rights arising from the pledge.

XXI. Not following to any of the warranty regulations makes the protection invalid.

XXII. All correspondence should be sent to the following address: Reventon Group Sp. z o.o. [Ltd.], 556 Wyzwolenia Street, 43 340 Kozy, Poland or email address: serwis@reventongroup.eu.