

Product Warranty

The Bunsen Air Unit warranty is from the manufacturer Suzhou Solamics Technology Co., Ltd, to the end customer.

The Bunsen Air Unit must be installed in direct compliance with the manufacturer's installation manual and any other documents. The Bunsen Air Unit must be installed only by specifically qualified engineers and according to the laws of the land of installation.

The provided Warranty Card must be completed within 14 days of purchase of the Bunsen Air unit and registered via the distributor. Confirmation of this registration will be provided within a further 14 days. Failure to register the warranty card will limit the warranty period to 1 year from date of purchase.

In the event of a breakdown or other malfunction of the Bunsen Air Units, no warranty is provided for labour, shipping costs or any compensation claims relating to a unit malfunction. Only if or when it is confirmed that there is a fault with the Bunsen Air, and not with the installation design or operation, should the product warranty be pursued.

Warranty

The warranty is provided by Suzhou Solamics Technology Co., Ltd to the end customer. The warranty provides repair or replacement guarantee on Bunsen Air units on a 'return to factory' basis.

The periods of warranty are listed below

Solamics Solar Panels: 10 years

Bunsen Air Heat Pump Unit: 2 years

This warranty includes all defects of components and manufacturing.

If a device becomes defective during the agreed Suzhou Solamics Technology Co., Ltd warranty period and provided that it will not be impossible or unreasonable, the device will be, as selected by Suzhou Solamics Technology Co., Ltd:

- repaired by Solamics, or,
- exchanged for a replacement device of equivalent value according to model and age

General conditions of the Warranty

In the case Suzhou Solamics Technology Co., Ltd provide replacement for a unit, Suzhou Solamics Technology Co., Ltd are not responsible for any other costs during the service procedure in that period, including (but not limited to) logistics fare, labour cost, any kind of compensation. Also the replacement may have a little flaw on its surface, and the warranty excludes any general defect.

In the event of a replacement being supplied, the remainder of the original warranty entitlement will be transferred to the replacement device. In this case, you do not receive a new warranty since your entitlement is documented at Suzhou Solamics Technology Co., Ltd.

Suzhou Solamics Technology Co., Ltd

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Nothing in this warranty shall be deemed to vary such Terms and Conditions of Sale, which shall have priority over this warranty.

Suzhou Solamics Technology Co., Ltd. shall make final determination of warranty eligibility. Suzhou Solamics Technology Co., Ltd reserves the right to conduct inspections at site during and/or after installation to ensure compliance, and to assess any trends in product failures. Suzhou Solamics Technology Co., Ltd may carry out monthly reviews of warranty claims by installers and any persistent or repetitive defects or failures may be investigated by Suzhou Solamics Technology Co., Ltd.

Exclusions to the warranty

The Warranty shall be deemed Null and Void if the product:

- is not used for the purpose for which it was designed
- is not installed as per the manufacturer's instructions
- installation is not carried out by engineers certified to F-Gas standards as necessary
- the hydraulic installation is not carried out by engineers suitably accredited
- all relevant standards, regulations and codes in force at the time have been followed
- breakdown is due to incorrect handling, electrical discharges, flooding, humidity or by improper use of the apparatus
- has been installed in an unsuitable environment – freezing or overheating
- warranty is transferred to anyone other than the original owner
- has been moved from its original place of installation
- is damaged due to unsecure installation/anchoring
- has any non-authorized modifications or parts attached or incorporated
- is damaged due to unsuitable or detrimental water supply – i.e. non potable sources
- is damaged due to any external forces – fire, vandalism, impacts of any nature
- is installed outside the stated operational parameters
- is not serviced according to the installation manual instructions
- Warranty Card is not registered

Warranty Registration Card

Suzhou Solamics Technology Co., Ltd. provides a Warranty Registration Card with every Bunsen Air unit. The installer must provide that homeowner warranty registration card to the homeowner end user forthwith upon completion of installation and commissioning. The installer must give all reasonable support to the end user for entry of the relevant system and product data required for completion of that card.

The Warranty Registration Card does not affect any statutory rights which an end user may have against the installer in connection with the sale of goods and/or supply of services.

The installer must explain that the registration card is registered via the distributor.