

## WARRANTY CONDITIONS OF XVENT

Xvent provides a 24-month warranty for its products.

In the event that defects in the goods occur during the statutory warranty period after the goods have been received by the buyer, the buyer can claim a warranty case.

An extended warranty of up to 60 months can be provided subject to the following conditions.

1. The assembly of the product must be carried out by a company certified by Xvent.
2. The product is regularly serviced by a company certified by Xvent.
3. The extended warranty applies to:
  - a. Fans
  - b. Recovery heat exchanger
  - c. Heating elements
  - d. Product body
  - e. Mechanical parts

### Acceptance of goods

The buyer, who is not a consumer, has the obligation to accept the ordered goods and check the integrity of the packaging and whether the shipment shows obvious signs of damage. If damage is detected, a report must be made with the delivery person. If the customer discovers damage or other irregularities after receiving the shipment, he is obliged to contact the store operator immediately.

If the buyer is a consumer, we also recommend following the above procedure, it will prevent possible complications. However, if the buyer-consumer does not follow the mentioned procedure, his right to file a complaint is not affected in any way.

### Claims cannot be made in the following cases

1. Claims cannot be made when taking over a damaged shipment from the carrier - the customer is obliged to thoroughly check the shipment being received and, in the event of damage to the shipment, write a note together with the carrier's driver.
2. A claim cannot be made if the warranty period has expired for the claimed goods before the day of making the claim.
3. Claims cannot be made in case of inappropriate use of the goods.
4. Claims cannot be made if the instructions set by the manufacturer or supplier are not followed (see instructions for use and general instructions).
5. Claims cannot be made in case of damage to the product due to unprofessional installation, incorrect electrical connection or handling and operation carried out in violation of the user manual or instructions.
6. Claims cannot be made if the product was used in conditions that did not meet the parameters and requirements stated in the documentation.
7. Claims will not be accepted in the event of mechanical damage caused by the customer, damage caused by improper use, neglect of the care of the goods, penetration of foreign substances (water, chemicals, etc.) into the device.
8. The warranty does not apply to goods that have been modified by the customer (painting, bending, damage to the casing, removal of parts of the product, etc.). For goods with broken protective seals, stickers, serial numbers, or bearing signs of unqualified repair.
9. Claims cannot be made if the goods are damaged by the elements, including the penetration of a water-based medium into the device or its condensation.
10. The operating time of the device did not exceed an average of 8 hours per day.

In Pardubice on 1/1/2020

for Xvent s.r.o., Executive Zuzana Hazuková,



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