

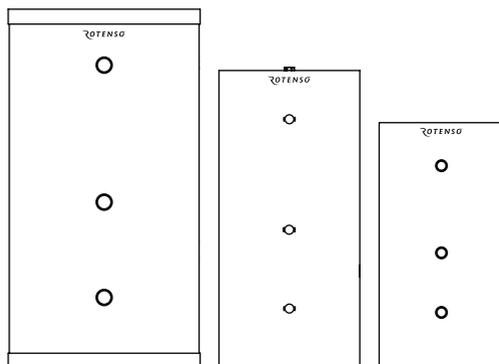
ROTENSO[®]
Live better

EN

THERMOS

S E R I E S

STORE GREY / STORE PLUS GREY



WARRANTY CARD

MODELE/MODELS:

AQT50SBHA R13

AQT100SBHA R13

AQT250BSA R13

www.rotenso.com

WARRANTY CARD

Warranty is valid only with proof of purchase .

Manufacturing Date

Sales Date

Serial.No./Fabr.

QA

Salesman stamp and sales date

Confirmation and installation date

CONFIRMATION OF INSPECTION AND MAGNESIUM ANODE REPLACEMENT

(service paid)⁽¹⁾⁽²⁾

Date and signature of authorised person

TERMS OF GUARANTEE

The manufacturer warrants that the product (hereinafter referred to as the equipment) covered by this warranty card is free from defects in material and workmanship.

1. The realisation of the Purchaser's rights under the guarantee is subject to the fulfilment of the conditions indicated in the guarantee card, the operating and assembly instructions and these Guarantee Terms and Conditions.
2. The warranty periods are:
 - for the enamelled tank - AQT50SBHA, AQT100SBHA , AQT250SBSA - 60 months.
 - for other parts - 24 months,from the date of delivery of the unit to the purchaser, but not longer than 12 months from the date of production of the unit plus the applicable warranty period indicated above.
3. Defects revealed during the warranty period should be reported to the general distributor of the Rotenso brand, Thermosilesia Sp. z o.o. Sp. K., Szyb Walenty 16 , 41-700 Ruda Śląska Poland (office@rotenso.com, phone: +48 453 071 117 / +48 453 071 116).

Repairs Free of charge due to damage caused by the manufacturer will be carried out within 14 working days from the date of complaint legitimacy confirmation by the guarantor. Properly submitted warranty claims will be considered within 14 days.

4. The warranty repair of the device is conditional on the user presenting the purchase invoice or cash register receipt and the warranty card - correctly filled in, complete, stamped by the shop and by an authorised installer and containing no corrections. The warranty card must be retained for the lifetime of the appliance.
5. The magnesium anode in the appliance must be replaced at least every 18 months - replacement is not part of the warranty service. Keep the purchase receipts for the anodes and written information in the warranty card about their replacement.
6. Do not install the heater without a working safety valve. Keep the purchase confirmation and the warranty card of the safety valve for inspection by the service.
7. The safety valve must be installed directly in front of the heater on the cold water supply pipe. Only valves approved by the Office of Technical Inspection (UDT) and suitable for water heaters capacity should be used. The safety valve must be operated in accordance with the valve's operating instructions.
8. It is strictly forbidden to install additional devices (e.g. cut-off valve, non-return valve, etc.) between the safety valve and the heater. It is only recommended to install a T-piece for draining the heater.
9. Installation and authorisation of the appliance, which is the subject of the guarantee, must be carried out by a qualified electrician or installer according to the law and the operating and installation instructions.
10. Protect the equipment from direct sunlight in order to avoid discoloration of polyurethane or polystyrene foam, as well as possible damage plastic components. The heater must not be installed in interiors where the ambient temperature may drop below 0°C.
11. The tank must not be installed in interiors where the ambient temperature may fall below 0°C.
12. The tank must be installed in roofed areas, not exposed to weather conditions (rain, snow, sunlight, etc.).
13. Do not use plastic pipes unsuitable for 95°C and 1.0 MPa pressure to connect the heater.
14. The heater should be installed in a way that ensures free access to it (e.g. for maintenance, repair or replacement).

15. The manufacturer is not responsible for possible inconveniences or costs related to structural changes of the building/interior, necessary due to the conditions of the appliance installation (e.g. too narrow doors or corridors) - they are not covered by the guarantee or warranty; the claim will be rejected by the manufacturer. If the installation of the equipment has to be carried out in an unusual location (e.g. attic, living space with water-sensitive floors, warehouses, etc.), the premises must be protected against possible water leakage. Water collecting and draining devices installation shall be done to avoid secondary damage.
16. The manufacturer has the right to refuse warranty repair of the product if the corrosion damage was caused by aggressive water - on the basis of the Regulation of the Ministry of Health of 29.03.2007 on the quality of water intended for human consumption (Journal of Laws No. 61 item 417 as amended) - or due to insufficient water conductivity (at least 200 $\mu\text{S}/\text{cm}^{-1}$).
17. The service is provided in the Republic of Poland.
18. The guarantee does not cover:
 - damage resulting from improper transport,
 - normal wear and tear of the buffer,
 - intentional or negligent damage,
 - mechanical damage or damage due to atmospheric conditions (e.g. frost) and exceeding the permissible operating pressure indicated on the rating plate,
 - malfunctions caused by the use of fittings not complying with the applicable standards,
 - failures caused by the installation or operation of non-functional or defective safety valves,
 - damages resulting from improper use,
 - damages resulting from non-compliance with the instructions for use,
 - cases of appearing difference in hot water temperature between the mixer and indication on the thermometer in the tank up to 12°C (it can be influenced, among other things, by hysteresis of thermostat, distance between the tank and the point of consumption, low temperature in the room, where the buffer is installed),
 - cases related to natural scale formation,
 - damage caused by fire, flood, lightning, electrical surges or other random events,
 - failures resulting from the use of non-original spare parts not included in the offer of the guarantor, such as heater, magnesium anode, titanium anode, thermostat, thermometer, seals, etc,
 - the need to periodically clean the tank of accumulated sediment,
 - replacement of the magnesium anode,
 - replacement of operating fluids (other than water), assembly and disassembly of the appliance covered by this warranty,
 - the occurrence of smelly water (phenomenon not caused by the operation of the appliance but the quality of the water).
19. If the repair within the guarantee period was not carried out by the seller or his contractual service partner.
20. If unprofessional modifications have been made to the product or interference has occurred with the design of the product.
21. If the rating plate with the production number is damaged or missing.
22. Under the warranty, the Purchaser is entitled to the following rights: repair or replacement of the device, whereby the selection of the right is made by the Manufacturer on the basis of the assessment of the type of defect, the cost of its removal. The method to repair the device is determined by the Manufacturer.
23. The following are not included in the multiple repairs: heater adjustment, replacement of the magnesium anode, replacement of the gasket, or any component which wears out during normal operation of the appliance.
24. The Manufacturer excludes its liability under the warranty for physical defects of the appliance. The purchaser shall be entitled to the warranty on the terms, within the period and in the manner specified in this warranty document, subject to points 24 and 25. 24 and 25. The above exclusion shall not apply to the Purchaser who is a consumer who purchased the device directly from the Manufacturer.

25. The warranty for consumer goods does not exclude, limit or suspend the Purchaser's rights under the provisions of the warranty for defects of the sold thing.
26. These warranty conditions are the only ones granted by the Manufacturer. No other warranties will be honoured unless they are granted in writing by the Manufacturer.
27. In matters not covered by these terms and conditions, the provisions of the Civil Code shall apply.

ATTENTION!

Keep a proof of purchase (fiscal receipt or invoice) and the warranty card - correctly filled in, complete, stamped by the shop and an authorised installer, without written corrections - for the entire life of the appliance.

RECORD OF REPAIRS

Pos.	Date	Description	Service signature	Owner signature
1				
2				
3				
4				
5				
6				
7				
8				

PRODUCER:

Rotenso Sp. z o.o.
Szyb Walenty 16 41-700 Ruda Śląska POLAND
tel. +48 32 285 57 11
office@rotenso.com

DISTRIBUTOR:

Thermosilesia Sp. z o.o. sp. k.
Szyb Walenty 16 41-700 Ruda Śląska POLAND
tel. +48 32 630 62 20
office@rotenso.com

email: office@rotenso.com



www.rotenso.com