

# WARRANTY CERTIFICATE, CLAIM PROTOCOL, OPERATING CONDITIONS AND WARRANTY TERMS



## WARRANTY AND CERTIFICATE OF QUALITY AND COMPLETENESS OF MINIB CONVECTOR

Convector serial number:

User (surname, name):

Address (street, city, postcode):

Tel./Fax:

**The warranty certificate is invalid if not filled out!**

The user certifies that:

- the convector did not show a defect during the heating test
- he/she has received the "Convector Operating Instructions" with the properly filled-out Warranty Certificate
- he/she has been informed about the operation and maintenance of the convector

## AUTHORIZED SERVICES STATION (WARRANTY/POST-WARRANTY), PROFESSIONAL ELECTRICAL CONNECTION AND START-UP OF CONTROL SYSTEM

Date of manufacture:

Date of installation of the convector:

Stamp imprint and signature of the installation company:

Date of connection and start-up of the fan control (only for convectors with fan):

Stamp imprint and signature of the licensed electrician:

User's signature:

# ANNEX TO THE WARRANTY CERTIFICATE FOR THE CUSTOMER – USER

Records of warranty and post-warranty repairs and product inspections

Date of record	Activity	Stamp imprint and signature of the authorized service technician	Customer's signature

## CLAIM PROTOCOL

Number:

Date of claim:

## CUSTOMER

Name (company name):

Company ID (VAT):

Address:

Contact person:

E-mail:

Tel.:

Complaint about:

Invoice No.:

Delivery note No.:

Complaint about shipment dated:

Product claimed:

Name:

Serial number:

Reason for the claim (description, contents):

Proposed solution to the claim:

Claim processed on:

# OPERATING CONDITIONS

The conditions of operation and the mandatory and recommended maintenance specified in this document are binding upon all parties who are involved in any manner in the installation and/or commissioning of the equipment supplied by MINIB, a.s. and in the further operation and maintenance thereof, including but not limited to end users and operators of the equipment. MINIB, a.s. reserves the right to change the operating and maintenance conditions without prior notice.

**1) MINIB convectors** are manufactured using modern technologies and according to the quality management certificate ISO 9001:2001 for the field of production of heating convectors; all products are tested by an accredited and approved testing laboratory according to EN 442-2 and meet all basic requirements pursuant to Government Regulation No.190/2002Sb. (Collection of Laws). If the equipment is not installed and put into operation professionally according to the procedures described in the installation guides provided by MINIB, a.s. or if it is used for a purpose other than the specified purpose it may result in a danger to people, damage to the equipment or other material damage.

**2) Storage: MINIB** equipment must be stored in dry environment with maximum 50% air humidity and in temperature ranging from 10 to 30°C

**3) Use of MINIB equipment** is specified for each product in the Installation Guide provided by the manufacturer, in an environment with operating temperature from +5 to +40°C. A dry environment is an environment where the relative air humidity does not exceed 75%; wet environment is an environment where the relative air humidity is equal to or higher than 75%. If the product includes wooden parts it can only be operated in an environment with relative air humidity up to 65%. Any other use shall be considered use inconsistent with the specified purpose. In such case only the operator of the equipment shall be liable for the resulting damage, if any.

#### **4) General operating conditions for MINIB equipment:**

- a) The equipment must be protected the entire time (storage, installation, construction work, operation) from damage and external or internal contamination with construction materials such as, in particular, concrete, paint, etc.
- b) The equipment must not be operated in an aggressive climate (chlorine, alkali, saltwater, etc.) or be cleaned with such substances.
- c) The equipment is designed for hot water heating systems with maximum operating pressure 1.2MPa (when using stainless steel connecting hoses: maximum operating pressure 1.0MPa), and operating temperature ranging from 5°C to 110°C (for products which include wooden parts max. 90°C).
- d) The equipment – convectors use the convection principle and proper function thereof requires smooth air circulation – i.e., making sure that the air inlet and outlet openings are not covered.
- e) It is absolutely necessary to avoid long-term impact of humid air or direct contact of the parts of the equipment with moisture or wet objects (except for equipment explicitly designed for wet environment where this is specified by the manufacturer).

#### **5) Operating conditions for the cover grilles:**

- a) The walk-on standard aluminum or wooden grille is supplied according to the convector model and is designed for load by a person weighing 100Kg. Where extreme concentrated load is expected (e.g., chair legs, etc.) or in extremely busy areas it is necessary to use a more durable stainless steel grille with the suitable profile which is supplied at a surcharge. The particular types of convector grilles are provided in the MINIB Product Catalogue. The load for the particular selected type and size of the grille can be specified upon request.
- b) Wooden cover grilles must be protected against the impact of wet environment.
- c) Wooden cover grilles must be used in a dry environment. If the air humidity is 65% or higher (e.g., at a construction site) the wooden grilles must not be installed.

#### **6) Operating conditions for stainless steel products:**

- a) Stainless steel is resistant only to a certain concentration of chemicals, in particular chlorine. We recommend maximum concentration of free chlorine in water 1mg/l.
- b) pH of the water must be in the range 7.2 – 7.6. Any other pH values, in particular lower, cause corrosion of the stainless materials.
- c) Maximum allowed content of salt dissolved in water is 4.5g/l.
- d) It is recommended that products made of stainless materials be washed on regular basis with clean water or chlorine-free cleaning agents.
- e) If signs of calcareous sediments or oxidation are found on the surface of a stainless product it is necessary to clean the surface with a special cleaning agent for stainless steel, wash with lukewarm water, dry, and conserve with an agent for treatment of stainless steel surfaces.
- f) If floors are chemically cleaned in the room where stainless steel equipment is located the concentrated chemicals must not enter the stainless steel product; or only cleaning agents that are not aggressive to stainless steel surfaces must be used.
- g) Stainless steel products must be protected from salt, dust and other pollutants.

#### **7) Installation:**

MINIB equipment may only be installed by persons with expertise in the field of building equipment - heating, cooling and, if applicable, ventilation (according to the type of equipment installed), adhering to all instructions in the installation guides provided by the manufacturer. Electrical parts may only be installed by a person with the valid license. During the installation it is necessary to follow the Installation Guide for the relevant product type and model. All installation work must be carried out according to the applicable standards, regulations and decrees. MINIB, a.s. is not liable under any circumstances for damage caused by unprofessional installation.

#### **8) General maintenance requirements:**

In order to ensure permanently correct function of the MINIB equipment it is necessary to carry out periodical maintenance according to the requirements laid down by the manufacturer of the equipment.

- a) The heat exchanger (or fan, if included) must be checked on regular basis and kept clean. In the event of contamination it is necessary to clean it appropriately (e.g., carefully cleaned with a vacuum cleaner).
- b) In the case of equipment with condensate drainage it is necessary to check the equipment at least once a year for seamless drainage of the condensate, always before the season when cooling occurs.
- c) A visual check of the tightness of the valves is also necessary.
- d) It is also necessary to carry out periodical inspections according to the applicable regulations at the time and place of operation of the products.

# WARRANTY TERMS

MINIB, a.s. provides warranty only subject to the below warranty terms.

- 1) Basic warranty terms:
  - a) 2 years from the date of sale
  - b) 10 years from the date of manufacture – covering the functionality of the MINIB plate heat exchanger
  - c) 10 years from the date of manufacture – covering the rusting of the MINIB stainless steel trough included in the standard supply
- 2) MINIB, a.s. reserves the right to deal with claims raised only by contractual partners.
- 3) The warranty only covers the equipment and spare parts. MINIB, a.s. reserves the right to choose between a repair or replacement of the defective equipment or spare part.
- 4) In the installation and use of the product, the buyer is obliged to follow the rules included in the supplied installation guide and generally known principles. The warranty is valid only if the equipment is correctly assembled, connected, installed and operated according to the requirements for operation and maintenance of MINIB equipment.
- 5) The buyer is obliged to check the condition of the equipment upon receipt from the seller.
- 6) If the warranty claim is raised and accepted within the warranty period MINIB, a.s. is obliged to replace the defective equipment or a spare part thereof with equivalent equipment or spare part including the transport and installation costs. Otherwise the repair, transport and installation costs will be calculated according to the current pricelist of MINIB, a.s. and borne by the customer raising the claim.
- 7) If the defect of the equipment results in damage to an item other than the defective goods it is necessary to report it to MINIB, a.s. without undue delay, but no later than five business days after the discovery of the defect.
- 8) The claim procedure shall start after all required details filled in to the claim protocol, which is a part of product packaging. Filled out documents send to company address MINIB, a.s. Střešovická 465/49, 162 00 Praha 6 or by email at: [export@minib.cz](mailto:export@minib.cz). Document is available in electronic form on our web pages: <http://www.minib.cz/en/downloads/>.

## Information required for the claim:

- a) Completion of all fields in the claim form, including a detailed description of the defect
- b) Photo documentation
- c) Copy of the invoice and delivery note
- d) If the defect of the equipment results in damage to an item other than the defective goods it is necessary to submit a qualified estimate of the amount of the damage
- e) Number of the claim and contact information of the insurance company if the damage was reported to the insurance company
- 9) MINIB, a.s. reserves the right to reject the claim if any of the following occurred:
  - a) The claimed product was delivered to the head office of the company without the necessary documents and information specified in paragraph 8) or disconnected before the arrival of the service technician without the consent of MINIB, a.s.
  - b) The claim was reported after the expiry of the period of one calendar month of the takeover of the goods.
  - c) The claimed equipment was operated or maintained in violation of the requirements for operation and maintenance of MINIB equipment.
  - d) The defects were caused by incorrect handling, incorrect storage in damp or aggressive environment, careless handling, deliberate damage, or the defects are a result of a natural disaster.
  - e) The equipment was operated in an environment with aggressive climate (saltwater, chlorine, caustic alkali and other chemicals), or was cleaned with such substances.
  - f) The defect is a result of incorrect installation, incorrect electrical connection, incorrect pressure settings in the heating system, freezing of the heating media, or in any other way which is not directly related to the equipment.
  - g) The supplied flexible hoses are not used for the connection of the heat exchanger in floor convectors.
  - h) Other unsuitable equipment has been installed on the claimed equipment.
  - i) The defects might have been caused by damage or contamination of the product during installation and construction works (damaged fans, control electronics, exchanger fins, grilles, etc.).
  - j) The electrical connections were not made according to paragraph 4 and individual elements of the control system were damaged.
  - k) The claim concerns noise of the convectors which were incorrectly installed (e.g., insufficient or incorrect embedding of the vat in concrete, failure to use the anti-vibration sheet, or contaminated fans).
  - l) It is normal wear and tear caused by operation and use of the product.
  - m) It concerns equipment which, although it was not designed for it, was located in a wet environment, the ribs of the cover grilles show color deviations which are native to natural materials.
  - n) It concerns wooden grilles which were exposed to wet environment or water.
  - o) The wooden, stainless steel or aluminum grilles were exposed to extreme load or excessive concentrated load (see the operating conditions).
  - p) The damage was caused by the transport to the contractual customer or the direct customer and this information is not reported by the customer in the carriage document of the contractual transport company.
- 10) The condition for acceptance of the claim is that the complainant commence as soon as possible within the warranty period the claim procedure with MINIB, a.s. and identify the defect of the product – identify the defective properties or describe the defects shown and also propose the method of rectification.
- 11) All service work not covered by the warranty must be paid in cash to the service technician according to the current pricelist, unless it has been agreed otherwise.
- 12) If the claim is not accepted the complainant agrees to bear the costs incurred by the service technician according to the current pricelist, unless it has been agreed otherwise.
- 13) In the event of a legal dispute it shall be settled according to the laws of the Czech Republic. The law of the Czech Republic shall apply also in situation where the other party is a foreign national.