

Warranty terms for heat pumps

For heat pumps sold and installed by Eesti Energia, the manufacturer provides a 60-month warranty period, which will take effect from the initial start-up of the heat pump (hereinafter: the device).

1. General warranty terms

- 1.1. The warranty gives the client the right to demand repair or replacement of the device during the warranty period, provided that the client has complied with the terms of maintenance (the main condition of maintenance is the ordering of annual maintenance by the client) and followed the user manual of the device.
- 1.2. The person designated by the contractor will carry out the work covered by the warranty within a reasonable period of time. The duration of warranty works may depend on the nature of the work, access to the device, the season, and other weather conditions, as well as on the granting of access to the device by the client. The exact time of performance of warranty works is agreed each time between the client and the contractor.
- 1.3. The warranty does not cover deficiencies that appear on the device due to circumstances caused by the client, including but not limited to: external causes and wrongful acts, improper or unintended use of the device, improper maintenance and repair of the device, repair attempts or other activities, mechanical damage (including fall, shock, impact, shaking, dirt), tampering with, replacing, or removing the serial number, inspection sticker, protective film, or marking sticker of the device and/or part directly related to it, unauthorised reinstallation of the device, etc.
- 1.4. If the client has not properly complied with these warranty terms, the warranty will cease to be valid and the deficiency in the device will be eliminated, if possible, by means of a paid repair. The price of paid repair work depends on the nature of the deficiency and is carried out according to the quotation made.
- 1.5. The contractor or a person designated by the contractor is obliged to carry out an expert examination or, if necessary, to order an independent expert examination in order to determine the reasons for the occurrence of a deficiency in the device at the request of the client. If the expert examination reveals that the device is in order or the deficiency is not covered by the warranty, the client will reimburse the costs of the examination.
- 1.6. After the end of the warranty period, it is not possible to file warranty claims to the contractor.
- 1.7. The manufacturer grants a 60-month warranty for Alpha Innotec heat pumps installed by the contractor only if the heat pump is connected to the Alphaweb web module. Through Alphaweb, technicians authorised by the importer must have access to monitor the operation of the heat pumps. If the heat pump is not connected to the Alphaweb web module, the manufacturer grants Alpha Innotec heat pumps a warranty period of 24 months, which will take effect from the initial start-up of the heat pump.

2. Validity of the warranty

- 2.1. The warranty is valid, and the client has the right to demand the fulfilment of the obligations arising from the warranty if all of the following conditions are met:
 - 2.1.1. The deficiency of the device has been identified and the repair work has been carried out or the compliance of the device has otherwise been ensured with the agreement only by the performer of the warranty works designated by the contractor.
 - 2.1.2. The client has submitted to the performer of the warranty works designated by the contractor, the instrument of delivery and receipt of the device, the model name and serial numbers of the device.

- 2.1.3. In the case of a device to be installed, the installation work has been carried out by a company accepted by the contractor.
- 2.1.4. During the entire warranty period, the maintenance works of the device have been carried out in accordance with the maintenance manual and by a company accepted by the contractor. Maintenance work is charged for.
- 2.1.5. The fault is not insignificant to the operation of the device (scratches, etc), or caused by normal wear and tear, repositioning or other accidental damage to the device, careless or unintended storage and use or overload of the device.
- 2.1.6. The failure was not caused by reasons beyond the control of the contractor (vandalism, lightning, water, snow, fire, voltage changes in the power network, electrostatics, short circuits, etc).
- 2.2. The warranty will permanently cease to be valid, inter alia, in the following cases:
 - 2.2.1. Upon installation of the device at the request of the client in a way that does not comply with the terms of use and the installation instructions of the device.
 - 2.2.2. Upon installation or maintenance work carried out by a person not accepted by the contractor.
 - 2.2.3. The diameters of the constructed pipeline do not correspond to the nominal flow rates of the device (the nominal flow rates of heat pumps are specified in the technical documentation of the heat pumps).
 - 2.2.4. For the electrical connections of the equipment, the factory indications of the devices, including the proper protection circuit, power cable or communication cable, have not been followed. The factory indications of Alpha Innotec heat pumps are listed on the importer's website at www.aitnord.ee.
 - 2.2.5. The quality and concentration of the heat carrier or the refrigerant of the main heating system do not meet the requirements of the manufacturer. The proper concentration of the primary refrigerant in the device is 25-30%.
 - 2.2.6. The device has not been installed (including if it has not been done by the contractor at the request of the client), used or maintained in accordance with the terms of installation, maintenance, and use specified in the technical specifications of the device and in accordance with the recommendations of the contractor, or any terms set out in the agreement have been breached.

3. Obligations of the client in the case of device failure

- 3.1. The warranty is valid only if the client has acted in the following ways in the event of a failure of the device:
 - 3.1.1. Turned off the device from the remote control and then from the electrical system.
 - 3.1.2. Contacted the contractor and filed a claim. The complaint is deemed to have been submitted to the contractor only if it is sent by email to the address soojuslahendus@energia.ee. Complaints made orally or by telephone are not recorded and are not considered as official notifications.

4. **The warranty does not exclude** the right of the client to submit other legal claims against the contractor upon non-compliance of the device with the agreement under the terms provided in the agreement.

5. **The item replaced during the warranty period** will continue to be covered by the original warranty, and no new warranty of the same duration will be granted. For more detailed information, technical instructions and technical documentation of heat pumps, please send an email to soojuslahendus@energia.ee.