

ROTENSO®

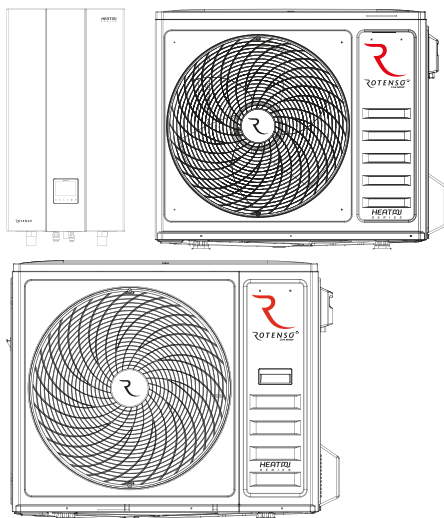
Live better

EN

HEATMI

S E R I E S

SPLIT



WARRANTY CARD

Valid from May 1st 2023

www.rotenso.com

HEATMI HEAT PUMP WARRANTY CONDITIONS

1. The warranty applies to complete ROTENSO® HEATMI heat pumps (hereinafter referred to as the „Heat Pump“) distributed by THERMOSILESIA Sp. z o.o. Sp. k. and is valid only on the territory of the Republic of Poland.
2. THERMOSILESIA Sp. z o.o. Sp. k. guarantees the efficient operation of the Heat Pump, for which this Warranty Card is issued, provided that it is used in accordance with the intended purpose and technical and operational conditions described in User Manual. The Warranty granted covers only the Heat Pump, therefore it does not apply to water, electrical, refrigerant, condensate, control and other devices and installations supplied and manufactured in part or in whole by the Authorized Installer.
3. The warranty rights specified in this document expire if the installation of a Heat Pump was not made by the Authorized Installer and was not launched by the Authorized Service of ROTENSO® heat pumps.
4. The Warranty Card is valid if it is printed on the original paper, containing the name and stamp of the seller and additional data: model of the external/internal unit and corresponding serial number. The Warranty Card should also include the date of Heat Pump installation, the stamp and signature of the Authorized Installer along with his current „F-Gas“ certificate number and the User's signature.

In addition, a condition for obtaining the Guarantee is the heat pump launch confirmed in written in the Guarantee Card by ROTENSO® Authorised Service and the completion of the heat pump launch protocol as an integral part of the Warranty Card. The first visit of Authorized Service is free of charge; in case of detecting installation mistakes causing the proper launch impossible subsequent visits of Authorized Service are payable according to the price list of Authorized Service.

Making any deletions or corrections in the Warranty Card will cause warranty invalidation.

5. THERMOSILESIA Sp. z o.o. Sp. k. provides a guarantee for a period of 60 months, counting from the date of Heat Pump launch by the Authorized Service, but not longer than 66 months from the date of sales by THERMOSILESIA Sp. z o.o. Sp. k. The implementation of warranty rights will take place after presentation of a valid Warranty Card and confirmation that entries in the Guarantee Card align with the facts.
6. Defects in the equipment discovered during the warranty period will be removed free of charge by the Authorized Service Provider as soon as possible, within 14 days counting from the date of defect notification.

This period may be extended if the import of spare parts is necessary.

7. Information of a heat pump failure during the period of this Warranty should be reported to the Authorized Service Provider that carried out the last periodic mandatory technical inspection or did the heat pump launch.
8. Service response time from the moment of receiving the failure report is 24 hours.

The „service response“ term is understood as:

- arranging a convenient date of the service visit with the User phone call solution of the problem
 - a service visit at the installation site to diagnose the failure
 - service visit at the installation site to diagnose and remove the failure (in case of having a spare part that needs to be replaced)
9. THERMOSILESIA Sp. z o.o. Sp. k. will supply the User with a new heat pump in exchange for defective pump only on condition that claimed heat pump has production defects that make it unable to fully operate, despite four major repairs having been carried out by the Authorised Service on the same component of the Heat Pump during the warranty period.

The replacement of the device with a new one is decided by THERMOSILESIA Sp. z o.o. Sp. k..

10. All parts, subassemblies or devices replaced during warranty repairs are the property of THERMOSILESIA Sp. z o.o. Sp. k.
11. The condition for the rights resulting from the warranty are inspections of the heat pump carried out by Authorized Service. These inspections are paid according to the price list of the Authorized Service and must be recorded in the Warranty Card. When the mandatory technical inspections are not done - or done improperly - the User loses all rights resulting from the Guarantee.

Maintenance inspections must take place within the following periods:

- first maintenance inspection within 12 months from the date of the first launch of the Heat Pump,
 - second and subsequent maintenance inspection within 12 months from the date of the last maintenance inspection
12. The warranty covers only defects and faults that arise from causes inherent in the heat pump.

The warranty does not cover:

- damage to devices resulting from behaviour inconsistent with the instruction manual, in particular from improper installation, operation, maintenance, storage, use of improper consumables, e.g. filters;
 - mechanical and thermal damage to the device caused by the action or omission of the Buyer or a third party, i.e. in particular failure to apply a freeze protection agent, lack or incorrect operation of the antifreeze valve;
 - defects and damage caused by force majeure (e.g. lightning strike, flood, corrosion, electrical network surges);
 - defects caused by repairs, alterations and structural changes made independently by the user or by an unauthorised entity;
 - defects of internal installations cooperating with the Heat Pump;
 - defects resulting from the modernization of internal installations performed by the User after commissioning and affecting the operation of the Heat Pump;
 - activities and parts described in the User Manual and belonging to the normal operation of the device, e.g. maintenance and replacement of filters, replacement of batteries in the remote control, adjustments or programming;
 - claims for technical parameters of the equipment, as long as they are consistent with those stated by the manufacturer;
 - defects and malfunctions caused by incorrect or faulty installation of the device, incorrect selection of the device;
 - products whose Warranty Card or serial numbers have been changed, erased or removed.
13. THERMOSILESIA Sp. z o.o. Sp. k. is not liable for damages (direct and indirect) resulting from a defect, both in terms of actual damage and lost profits, in particular: lost goods, turnover, profit and savings, regardless of whether they are related to the use or impossibility of using the device. This also applies if THERMOSILESIA Sp. z o.o. Sp. k. has been notified of the possibility of such damages.
 14. The user will lose all warranty rights if unauthorised repairs or structural changes are discovered on the device.
 15. In case of unjustified complaints the User will be charged with the costs according to the price list of the Authorised Service. Unjustified complaint occurs when the reported problem is not related to the failure of a Heat Pump, but another failure/problem on the side of the installation or elements not covered by the warranty.

The costs of repairing failures/problems resulting from malfunction or defects of internal installations connected to the Heat Pump shall be borne by the User.

16. Removal of defects not covered by the warranty is carried out with full payment by the user in accordance with the price list of the Authorised Service.

17. THERMOSILESIA Sp. z o.o. Sp. k. will not be liable for punctuality of warranty repairs if the service activity is disturbed by unforeseen circumstances of force majeure or if the Customer prevented access to the place of installation of the device within previously agreed time.
18. The guarantee does not exclude, limit or suspend, the rights resulting from the provisions of the Act of 30 May 2014 on consumer rights (Journal of Laws of 2017, item 683).
19. The guarantee does not exclude, limit or suspend the buyer's rights under the provisions on warranty for defects in the item sold.
20. Information about a heat pump failure should be reported to the Authorised Service technician who launched the pump or performed the last periodic maintenance inspection of the equipment.

Any breakdown of a heat pump should be immediately reported to the Authorised Service that launched the pump or performed periodic maintenance inspection.

Comments related to improper activity of the Authorised Installer and Authorised Service should be reported to THERMOSILESIA Sp. z o.o. Sp. k., Szyb Walenty 16, 41-700 Ruda Śląska, POLAND, www.thermosilesia.pl

AUTHORISED SERVICE LAUNCH PROTOCOL

ORDER NO		DATE				
MODEL	<input type="checkbox"/> MONO	SYMBOL				
	<input type="checkbox"/> SPLIT	SERIAL NUMBER				
CUSTOMER DATA : NAME/ADDRESS /PHONE						
Parameters to be checked before launch		Parameters to be checked after launch (after 15 minutes operation)				
Power supply L1-N		[V]	Appliance current measurement L1		[A]	
Power supply L2-N		[V]	Appliance current measurement L2		[A]	
Power supply L3-N		[V]	Appliance current measurement L3		[A]	
Phase-to-phase power supply L1-L2		[V]	Unit exit water temperature		[°C]	
Phase-to-phase power supply L1-L3		[V]	Unit return water temperature		[°C]	
Phase-to-phase power supply L2-L3		[V]	Gas temperature at inlet to the plate heat exchanger		[°C]	
Temperature in the building		[°C]	Gas temperature at compressor outlet		[°C]	
Parameters to be checked before launch Gas temperature at compressor outlet						
Installation is using a buffer tank	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Model		Capacity	[l]
Heating circuits number in the system	1 circuit	2 circuit	Other			
First circuit type	Underfloor installation		Fan coils		Radiators	
Second circuit type	Underfloor installation		Fan coils		Radiators	
Installation water supply	First heating circuit		[l]	Second heating circuit		[l]
Circulation pump model	First heating circuit			Second heating circuit		
Venting of heating system performed	YES <input type="checkbox"/>	NO <input type="checkbox"/>				
Installation is using Domestic Hot Water tank	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Model		Capacity	[l]
Coil surface in Domestic Hot Water tank		[m ²]	3-way valve model			
Room thermostat installed	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Model			
Another heating source installed	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Type			
Approximate building construction date						
The Heat pump is supreme heating source	YES <input type="checkbox"/>	NO <input type="checkbox"/>				
HEATMI Heat Pump installation information						
Compressor was connected to power at least 12 h before the first launch	YES <input type="checkbox"/>	NO <input type="checkbox"/>				
Dehumidification with a vacuum pump was carried out (0,03 mBar)	YES <input type="checkbox"/>	NO <input type="checkbox"/>				
Pressure test of the freon installation was carried out (42 Bar)	YES <input type="checkbox"/>	NO <input type="checkbox"/>				
A contamination clean was carried out in the water system	YES <input type="checkbox"/>	NO <input type="checkbox"/>				
Venting procedure was carried out in the water system	YES <input type="checkbox"/>	NO <input type="checkbox"/>				
Pressure test in the water system was carried out (3 bar)	YES <input type="checkbox"/>	NO <input type="checkbox"/>				
Total piping length (measured on liquid pipe)						[m]
Type and thickness of insulation on refrigeration pipes						[mm]
Height difference between indoor and outdoor units (between refrigeration connections)						[m]
Additional amount of refrigerant						[kg]
Outdoor unit mounted on rubber supports	YES <input type="checkbox"/>	NO <input type="checkbox"/>				
Outdoor unit mounted above the snow layer level (min 0,3 m)	YES <input type="checkbox"/>	NO <input type="checkbox"/>				
Condensate drainage checked	YES <input type="checkbox"/>	NO <input type="checkbox"/>				
Electric heaters are power supplied	YES <input type="checkbox"/>	NO <input type="checkbox"/>				
Total electric heaters power						[kW]
HEATMI Heat Pump settings information						
The heat pump works according to						
Leading sensor setting						
Heat source setting						
Domestic Hot Water Temperature set						[°C]
Anti-legionella type						
Central heating schedule						
Domestic Hot Water schedule						
Electric heaters latency						[min]
Device water flow						[l]
Operator training information						
Operator training was provided	YES <input type="checkbox"/>	NO <input type="checkbox"/>				

WARRANTY CARD

Valid from May 1st 2023

Warranty valid only with proof of purchase

Indoor unit model

Serial number

Outdoor unit model

Serial number

Seller's stamp / signature

Installer stamp / signature

Sales date: _____

Installation date: _____

Invoice number: _____

Installation place: _____

Launch date: _____

Authorised Service
Stamp / Signature

Hereby I accept the warranty conditions
and confirm the receipt
of fully operational device

Stamp / Signature

HEAT PUMP PERIODIC INSPECTIONS

Pos.	Date of inspection	Service notes	Service stamp	Signature
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

HEAT PUMP RECORD OF REPAIRS

Pos.	Date of inspection	Service notes	Service stamp	Signature
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

email: office@rotenso.com



PIECZEC INSTALATORA / INSTALLER STAMP

www.rotenso.com