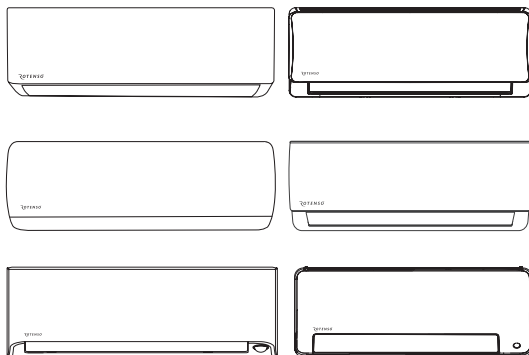


**ROTENSO**<sup>®</sup>  
*Live better*

EN

**RAC**  
S E R I E S  
SINGLE&MULTI



**WARRANTY CARD**

[www.rotenso.com](http://www.rotenso.com)

## WARRANTY CONDITIONS

1. The warranty applies to complete ROTENSO® brand air conditioners (hereinafter referred to as „Air Conditioner“) distributed by THERMOSILESIA sp. z o.o. sp. k., and is valid exclusively on territory of the Republic of Poland.
2. THERMOSILESIA sp. z o.o. sp. k. guarantees the proper operation of the Air Conditioner for which this Warranty Card is issued, provided that it is used in accordance with its intended use and the technical and operational conditions described in the Operating Instructions.
3. The warranty entitlements set forth herein terminate if the installation of the Air Conditioner has not been carried out by an Authorised Installer.
4. The warranty card is valid if it is drawn up on the original paper containing the name and stamp of the dealer and the following data: model of the outdoor/indoor unit, corresponding factory number. The warranty card should also indicate the date of installation of the air conditioner, the stamp and signature of the Authorised Installer with his current F-gas certificate number and the signature of the User. Making any deletions or corrections in the Warranty Card will make it invalidate.
5. THERMOSILESIA Sp. z o.o. Sp. k. provides a warranty for a period of 60 months (5 years), starting from the date of installation and/or initial commissioning of the devices at the end customer's premises, but not exceeding 66 months from the date of sale by THERMOSILESIA Sp. z o.o. Sp. k. Warranty claims will be processed upon presentation of a valid Warranty Card and confirmation of compliance with the Warranty Card provisions with the actual situation.
6. Notification of an air conditioner malfunction should be reported to the Authorised Installer, who was the last to carry out periodic, mandatory technical inspection.
7. Equipment defects revealed during the warranty period will be repaired free of charge by the Authorised Installer, within the shortest possible time, not exceeding 14 days, counting from the date of reporting the Air Conditioner for repair. This period may be extended in case of the need to import spare parts.
8. The warranty is valid on condition that the maintenance of the Air Conditioner is done by the Authorised Installer. These inspections are charged at the contractor's price list and must be recorded in the Warranty Card. If obligatory technical inspections are not performed at all or inspections are done incorrectly, the User loses all Guarantee Rights :
  - For air conditioners installed in residential premises not less than once a year, the interval between inspections must not be less than 11 months. The first inspection should be carried out within 12 months from the date of the unit sale, confirmed in written within the warranty card
  - for air conditioners installed in offices, the inspection shall be performed at least 2 times a year. The maintenance interval should not be shorter than 5 months. The first inspection should be carried out within 6 months from the date of unit sale and confirmed in written within the warranty card.
  - for air conditioners installed in technical rooms, the inspection shall be carried out at least 3 times a year, the interval between consecutive inspections shall not be shorter than 3 months. The first inspection should be made within 4 months from the date of the unit sale confirmed in written within the warranty card.
9. The warranty covers only defects and faults that arise from causes inherent in the air conditioner . The warranty does not cover:
  - damage to the equipment resulting from conduct not in accordance with the operating instructions, in particular from incorrect installation, operation, maintenance, handling, storage, use of improper consumables (e.g. filters);
  - mechanical damage and defects caused by them;
  - defects and damage caused by force majeure (e.g. lightning, flooding, corrosion, power surges);
  - defects caused by repairs, modifications and structural changes carried out by the user himself or by an unauthorised party
  - operations and parts in the Owner's Manual and those belonging to the normal operation of the equipment, e.g. maintenance and replacement of filters, replacement of batteries in the remote control;

- claims in respect of the technical performance of the equipment, as far as these are in accordance with the manufacturer's specifications;
  - defects and malfunctions caused by incorrect or defective installation of the equipment, incorrect selection of the equipment;
  - products whose Warranty Card or serial numbers have been altered, defaced, removed or obliterated
  - special care must be taken with lacquered housing parts during installation and servicing
  - mechanical damage to the paint coating is not subject to claims
10. THERMOSILESIA sp. z o.o. sp. k. shall not be liable for damage (direct and indirect) resulting from a defect, either in terms of actual damage or lost profits, in particular: lost goods, turnover, profit and savings, whether or not these are related to the use or inability to use the equipment. This shall also apply if THERMOSILESIA sp. z o.o. sp. k. has been advised of the possibility of such damage.
  11. The user will lose all rights under the warranty if unauthorised repairs or structural changes are discovered.
  12. In case of unjustified complaints the costs are borne by the user.
  13. THERMOSILESIA sp. z o.o. sp.k. shall not be liable for the timeliness of warranty repairs, if service activities are disrupted by unforeseeable circumstances of a force majeure nature or if the customer has prevented access to the installation site of the appliance at a previously agreed time.
  14. The warranty does not exclude, limit or suspend rights under the provisions of the Consumer Rights Act of 30 May 2014 (Journal of Laws 2017, item 683).
  15. The guarantee does not exclude, limit or suspend the rights of the buyer resulting from the warranty regulations for defects of the sold object.
  16. Maintenance inspections of the air conditioners include the following activities, which will be documented by a separate protocol and recorded in this Warranty Card:
    - maintenance inspections of the air conditioners include the following activities, which will be documented by a separate protocol and recorded in this Warranty Card:
    - cleaning of the air filters of the indoor unit;
    - cleaning of condenser and evaporator heat exchangers;
    - check for leakage and dropping of condensate water, its cleaning, including the components of the condensate pump (if present);
    - check for leakage in the refrigeration system;
    - check of ducting and insulation for mechanical damage;
    - checking the efficiency of the cooling and heating functions (supply temperatures achieved);
    - checking the operation of the controls;
    - cleaning of equipment.

**Any breakdowns of the air conditioner should be immediately reported to the Authorised Installer who did periodic maintenance inspections of the equipment.**

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

# WARRANTY CARD

Guarantee is valid only with proof of purchase

	Indoor unit model	Serial number
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>

Outdoor unit model	Serial number
<input type="text"/>	<input type="text"/>

Seller's stamp / signature	Installer stamp / signature
<input type="text"/>	<input type="text"/>

Sales date: \_\_\_\_\_

Installation date: \_\_\_\_\_

Invoice number: \_\_\_\_\_

Installation place: \_\_\_\_\_

Authorised Service  
**Stamp / Signature**

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

**Date / Signature**

## INSTALLATION PARAMETERS

Pos.	Operation	Value	Result
1	Leakage test of freon installation	Test pressure / time: [bar/h]	/
2	Vacuum	Pressure: [bar]	/
3	Refrigerant amount	Added quantity / total: [kg]	/
4	Cooling installation length	Leading / total: [m]	/
5	Level difference	Leading / total: [m]	/
6	Working pressure	Cooling Suction / pressure [bar]	/
		Heating Suction / pressure [bar]	/
7	Indoor unit Inlet temperature	Cooling Highest / Lowest: [°C]	/
		Heating Highest / Lowest: [°C]	/
8	Ambient temperature	Cooling Highest / Lowest: [°C]	/
		Heating Highest / Lowest: [°C]	/

## PERIODIC INSPECTIONS RECORD

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

## RECORD OF REPAIRS

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

email: info@rotenso.com



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