

## WARRANTY

### Terms and Conditions

for SALUS products

#### 1. Subject of the Guarantee:

1.1. Covered by the guarantee are:

- iT600 (Smart Home) devices – controlling of underfloor and radiator heating
- EXPERT NSB devices – controlling of underfloor heating
- EXPERT HTR devices – controlling of underfloor heating
- EXPERT devices – controlling of underfloor heating
- iT500 devices – internet thermostat
- Weather thermostat (WT100)
- Temperature controllers of STANDARD series
- Temperature controllers of S-LINE series
- Pump controllers of PC series
- PC Sol devices
- Accessories: thermal actuators T28 and T30,  
auto balancing actuator THB230 / THB24,  
valves PMV,  
magnetic filter MAG-Defender,  
surface mounted mechanical thermostat / with capillary

1.2. All products offered by SALUS Controls have a warranty of the exclusive distributor/importer, QL CONTROLS Sp. z o.o. Sp. k. based at Rolna 4 Street, 43-262 Kobielice, POLAND (hereinafter referred to as the 'Guarantor') ensures the high quality goods, free from defects, and provide the guarantee for:

Product name	Warranty period
<b>iT600 (Smart Home) series:</b> Thermostats - VS10WRF, VS10BRF, VS20WRF, VS20BRF, VS10W, VS10B, VS05, HTR-RF(20), TS600, HTRS-RF(30), HTRP-RF(50); Wiring centres - KL10RF, KL08RF, KL04RF, KL10; Thermostatic radiator valves - TRV10RFM, TRV28RFM, TRV10RAM; iT600RF system receiver - RX10RF; ZigBee repeater – RE10RF; RE600; Coordinator unit – C010RF; Gateway - G30, UGE600; Smart Relay – SR600; Smart Plug – SPE600; Smart Buttons: SB600, CSB600; Door / Window Sensor – OS600; SW600; Fan Coil thermostat – FC600;	<b>5 years</b>

<b>EXPERT NSB series:</b> Thermostats – VS30W, VS30B, VS35W, VS35B; Wiring centres - KL08NSB, KL04NSB;	<b>5 years</b>
<b>EXPERT HTR series:</b> Thermostats – HTR230V 20, HTRS230V 30, HTRP230 50, HTR24V, BTR230, BTRP230;	<b>5 years</b>
<b>EXPERT series:</b> Thermostats – RT10, ERT20, ERT30, ERT30UP, ERT50, ERT50UP, ERT50VF, RT10T, ERT20T, ERT30RT, ERT50T, RT10 24V, RT20 24V, ERT30 24V, ERT50 24V, ERT30RF, ERT50RF; Wiring centres - KL06, KL06 24V, KL06RF Modules – PL06, PL07	<b>2 years</b>
<b>iT500 series:</b> Devices: – iT500, xT500, iT300, iTG500, iT500BM Modules: - RXVBC605, RXWBC605, RXBC605	<b>4 years</b>
<b>Weather thermostat - WT100</b>	<b>2 years</b>
<b>STANDARD series:</b> RT310, RT310RF, RT510, RT510RF, RT310i, RT310iSPE, RT510SPE, RT310SPE, RT520, RT520RF	<b>5 years</b>
<b>STANDARD series:</b> Devices – 091FL, 091FLRF, 091FLTX + modules VBC / WBC / BC;	<b>4 years</b>
<b>STANDARD series:</b> Devices – ERT20RF, T105, T105RF, RT100, RT300, RT300RF, RT500, RT500RF, RT200, EP101, EP200, PH60;	<b>2 years</b>
<b>S-LINE series:</b> Devices – ST320, ST320RF, ST620, ST620RF, ST320PB, ST620PB, SP120, SP220, ST620WBC, ST620VBC;	<b>2 years</b>
<b>PC Series:</b> Pump controllers – STP1, PC11, PC11W, PC12HW;	<b>2 years</b>
<b>PC Sol series:</b> Solar circuits controllers - PCSol 150, PCSol 200 Basic, PCSol 200 Classic, PCSol 201;	<b>2 years</b>
<b>Weather thermostats:</b> Devices: WT100, Multi-Mix + Module B and C.	<b>2 years</b>
<b>Accessories:</b> Thermal actuators – T30NC230V, T28NC230V; Auto balancing actuator – THB23030; Magnetic filter - MAG-Defender (MD22A / MD34A); Valves PMV;	<b>5 years</b>
<b>Accessories:</b> Surface mounted mechanical thermostat – AT10; Surface mounted mechanical thermostat with capillary – AT10F; Relay module – RM-16A; Module - FC600-M 010V;	<b>2 years</b>

1.3. Warranty period for the products to be delivered will be 24 months from the date of sale of the product by the Distributor to its Customer. However not longer than 36 months from the date of sale of product by QL Controls to the Distributor.

## **2. Conditions which Warranty contains.**

2.1. Warranty and post-warranty service will be carried out by the Distributor's service staff. Under the warranty services the Distributor is obliged to check any complaints of the Clients. This warranty covers hidden manufacturing defects, revealed during the warranty period.

2.2. This warranty will not apply if any defect or damage is a result of:

- incorrect installation that is not in compliance with the manual;
- usage and maintenance, which is not in accordance with product instruction and against its destination;
- inadequate servicing (application of chemicals, caustic or abrasive substances for case, display and buttons maintenance);
- unauthorized service interference (repair, alteration or modification carried out without the written permission of the Guarantor);
- improper handling, storage, an improper services (including not using of recommended maintenance) or random events such as: a fire, a gas leak, flooding, a breakdown of electricity, lightning and power line surges;

Or if damage occurs:

- during delivery;
- as a consequence of natural product use.

2.3. Guarantee rights are entitled only to the Client, who is able to submit the proof of purchase. Otherwise the claim shall be null and void.

2.4. This guarantee shall not exclude, limit or suspend the Customer rights when the provided product is inconsistent with the purchase agreement.

## **3. Registration of complaints.**

3.1. To start a warranty service the complaint has to be notified and approved at location where the purchased has taken place or via e-mail: [serwis@salus-controls.pl](mailto:serwis@salus-controls.pl), using a complaint protocol available to download on SALUS website: [www.salus-controls.pl](http://www.salus-controls.pl), in a Tab named 'Download' or 'Technical support'.

3.2. The contesting complaint must be made within 2 working days after the defect was detected.

The Purchaser is obligated to specify whether the claims is on the ground of warranty or on any other grounds. Otherwise it will be deemed that the claim is made on the basis of commercial guarantee.

3.3. The Guarantor commits to investigate the claim within 14 working days from the date of receiving the faulted goods. In case of need for technical clarifications of the product to determine the cause of the defect, this term may be prolonged. In this situation a replacement product will be hire for Distributor/Claimant by Guarantor, as to allow its to be used. Hiring products shall not considered or interpreted as acceptance of the claim.

3.4. Guarantor reserves itself the right to choose the manner of eliminating the defect (fault) of the goods.

3.5. Where the product's fault, which is the subject of the complaint, is removable (based on Guarantor assessment), whole warranty repairs shall be implemented under the Warranty service. If the nature of the defect does not require repair under the factory conditions, the Guarantor or his authorized representative may make warranty repairs in

the Applicant's premises where defective products are located. In such case the Applicant is obliged to make an effort in the interaction and enable the repair of the products. If the nature of the defect requires its removal under the factory conditions, the Applicant, at the request of the Guarantor, is obliged to deliver to the Guarantor or his representative the product or its components by himself or at the expense of the Guarantor, using a courier according to the guidelines contained in the service protocol available at [www.salus-controls.pl](http://www.salus-controls.pl)

3.6. Guarantor shall not be required to provide replacement product to the Distributor/Claimant during warranty service, with the exception laid down in point 3.3.

Refusal to give the product for guarantor (or its parts) for repair under factory conditions or if applicant prevent repair at his premises will mean that the Guarantor has been discharged from the warranty obligations and that the applicant has renounced any warranty claims against the Guarantor.

3.7. In case where:

- the defect is irremovable or
- the removal is not justified by economical reasons or
- can lead to decreased quality of the product,

the execution of warranty obligation will be accomplish by replacement with a new product free of faults or a product of the same type, or by the issuing the certain amount to the Claimant. The amount shall correspond to price of product's acquisition. The Claimant is obligated to return faulty product to the Guarantor. At the time when product is issued to the Guarantor, then Distributor/Claimant will transfer an ownership of product to the Guarantor.

3.8. If a complaint is found as justified, warranty repair, replacing the product free of faults, or return of purchase price of the product shall take place within 30 days of the date of Guarantor's decision. In exceptional cases, where the deadline specified above will be impossible to meet, for the reason beyond Guarantor's control, the execution of a warranty obligations may be prolonged to a period necessary for fulfilling the duties. In situation from above, the Complainant will be informed in writing / via e-mail.

3.9. After warranty repair, the duration of the contract shall continue to run, but it shall be extended by the time of product repair.

#### **4. The principles of proper maintaining and cleaning services of product's Surface.**

4.1. No brushers, wipers, or others which may scratch the product's surface may be used for cleaning or maintenance services. The user is not allowed to use active chlorine cleaning agents, abrasive and aggressive substances (contains corrosive acids, chlorine, solvents or bleaching agents).

4.2. Clean the outside of the housing, buttons or display with a soft cloth lightly moistened (not wet!). It is allowed to clean glass surfaces with mild, PH-neutral and colorless cleaning agents. Do not spray any liquid solution directly onto the product. When the surface has dried it should be polished with a delicate cloth.

4.3. This information is available at the company's internet site [www.salus-controls.pl](http://www.salus-controls.pl) .

#### **Distributor of SALUS Controls:**

QL CONTROLS Sp. z o.o., Sp. k.  
Rolna 4 Street, 43-262 Kobielice  
Silesian district, POLAND  
office: +48-32-700-74-53  
service: +48-32-750-65-05  
fax: +48-32-790-44-85  
NIP: 638-180-68-25  
[www.salus-controls.pl](http://www.salus-controls.pl)

**COMPLAINT CARD NO ..... (to fill in by SALUS's service man)**

Purchase date

Seller / Distributor  
(company name, address)

Contact phone number  
Seller / Distributor

Purchaser  
(Name, address)

Contact phone number

Installer's e-mail/  
phone number

Product code

Fault's description

No. of units

If complaint is considered favorably, the Client may collect the devices directly at a distributor place (where the product was purchased).

Please send the complaints card filled in at: [serwis@salus-controls.pl](mailto:serwis@salus-controls.pl) and attach it to the faulty unit.

**QL CONTROLS**  
Sp. z o.o., Sp. k.  
Rolna 4 Street  
43-262 Kobielice  
POLAND

**To make a warranty claim, the proof of purchase and filled protocol must be supplied. Otherwise the claim shall be null and void.**

SALUS service man's name

Consideration of complaint