

# Vido Warranty terms and conditions

## VIDO Warranty

1. Each VIDO fan convector is guaranteed for 1 year from installation date against any defects caused by faulty materials or manufacture. The defective unit will be replaced similar or mechanically comparable convector.
2. Each VIDO electronic controller is guaranteed for 2 years from installation date against defects caused by faulty materials or manufacture. The defective electronic controller will be replaced..
3. Each VIDO fan motor is guaranteed for 3 years from installation date against defects caused by faulty materials or manufacture. The defective fan motor will be replaced
4. Each VIDO hot or chilled water coil is guaranteed for 5 years from installation date against defects caused by faulty materials or manufacture. The defective coils will be replaced
5. The VIDO warranty is subject to the condition that a heating contractor whose principal occupation is the sale and installation of heating/cooling equipment must have installed the convector.
- 6.. The guarantee is valid for VIDO mounted in a forced hot water installation
  - in a closed system with an expansion tank;
  - powered by a boiler/chiller, the “low” side of a heat exchanger or heat pump;
  - made from steel / copper or plastic pipes with a oxygen diffusion barrier;
  - equipped with automatic air venting system
  - used for heating residential, office or institutional buildings, service stations or other buildings that are not exposed to permanent or temporary moistness of the radiator surface.
7. The guarantee is recognized when:
  - there is evidence of purchase, that is the invoice,
  - the radiators have been mounted in a closed loop, forced hot water heating system.
  - adhering to the requirements of the Installation manual
8. Maximum operating pressure in central heating installation for VIDO fan convectors not exceed 147 psi (11.7 bars) and a maximum operating temperature of 190F.
9. The guarantee does not cover convectors mounted:
  - in swimming pool areas, car washes, laundries, slaughterhouses or rooms with corrosive substances in the air,
  - in central heating installations connected to municipal water- supply system without protective valves, fittings, backflow preventors, etc.;
  - in central heating installations where water is removed for periods longer than advised in the installation guide;
  - in steam installations;
  - in central heating installations where the water quality rating level has been higher than advised
10. The guarantee doesn't cover damages to the Convector or its parts due to improper handling, storage, transport or misuse. It is recommended to remove the packaging only after construction is completed.
11. The convectors require periodical cleaning and it is recommended to use only soft and gentle fabrics that can be slightly moistened. It is not advised to use aggressive or corrosive cleaners (e.g. acidic solvents or agents with chlorine). The washable air filters need to be cleaned when required
12. It is forbidden to remove the water from the entire installation or its part and to leave it in this condition. It also refers to new installations with the tightness test. If there is a need to remove the water, e.g. due to renovation or maintenance works, the water must be removed only from the given part. After accomplishing all works the installation must immediately be filled with water.
13. The guarantee is granted provided the radiator has not been repaired or modified without QHT's approval.
14. Reporting faults or defects within the warranty period needs to be followed by requesting from the distributor a special claim form including the origin and details of damage. The distributor will accept the claim form and forwards it to QHT via registered letter, fax or e-mail within 48 hours. The invoice or its copy shall be attached to the form. In specific cases QHT may request a photo documentation of the product claim.

For prompt warranty service, notify the installer, who, in turn, will notify the distributor from whom he purchased the boiler. If this does not result in corrective action, contact Purmo through QHT with details in support of the warranty claim. All claims must be processed through proper trade channels. Contact with Purmo directly is not recommended for rapid claim settlement.