

WARRANTY STATEMENT of TEM ČATEŽ d.d., Čatež 13, 8212 Velika Loka

1.1

TEM Čatež d.d. (hereinafter: the manufacturer or the guarantor) guarantees to the buyer the properties or faultless operation of its products for a period of 5 (five) years from the date of purchase (warranty period).

1.2

The manufacturer undertakes to remedy any defects in the operation of the product that occur during the warranty period by itself or an authorized repairer, at the manufacturer's expense and within a reasonable time not exceeding 45 days from the manufacturer's receipt of the claimed product and the buyer's written notice about the defect, or to deliver a new product of the same type and at least the same quality to the buyer within the specified deadline.

2.1

The warranty applies to product malfunctions due to deficiencies in the materials used and irregularities in the production process, provided that the product has been installed and used in accordance with the manufacturer's instructions.

2.2

The warranty is valid in the territory of the EU Member States.

3.1

The manufacturer's warranty does not apply in the case of:

- The use of the product contrary to the manufacturer's instructions, as well as in the event of failure to comply with the instructions;
- The use of the product for purposes for which it was not manufactured;
- Incorrect assembly of the product;
- Mechanical damages and errors incurred without the fault of the manufacturer;
- Damages and errors caused by natural disasters (lightning, earthquake, fire, flood, etc.) or coincidences;
- Damages and errors caused by the incorrect voltage of the electrical network (e.g. electric shock, etc.);
- Repairs or interventions in the product carried out by a person not authorized by the manufacturer; and
- Any modifications to the product.

3.2

The manufacturer's warranty applies in case of the normal use of the product.

Normal use is considered to cover the following conditions, which are met cumulatively:

- a) For a voltage range of 230V, the electrical installation must not be subjected to voltage fluctuation greater than 230V +/- 10%;
- b) For a voltage range of 220V, the electrical installation must not be subjected to voltage fluctuation greater than 220V +/- 10%;
- c) For a voltage range of 110V, the electrical installation must not be subjected to voltage fluctuation greater than 110V +/- 10%;
- d) The temperature of the area where the product is used must not exceed the limit values of - 20 ° and + 45 °C;
- E) Relative humidity must never exceed 80%; however, if there is an IP value specified on the product, it should not exceed the stated IP value.

4.1

The manufacturer undertakes to provide the buyer with servicing and spare parts for products for 3 years after the expiration of the warranty period.

5.1

The above warranty conditions do not exclude the rights of the buyer arising from the seller's responsibility for defects in the goods.

6.1

The warranty is only valid on condition that the original invoice(s) are attached.

Čatež, 11 April 2018