

AUX

AIR CONDITIONER

Warranty Card

AUX heat pump



www.auxcool.com

Thank you for choosing an AUX heat pump

AUX heat pumps are distinguished by their highest quality craftsmanship, safety, and ease of use, meeting all EU energy efficiency standards. We hope that our product will meet your expectations.

The exclusive importer of AUX heat pumps is WIENKRA Ltd., based in Cracow, Poland. This Warranty Card applies exclusively to devices purchased through WIENKRA Ltd. distribution network and installed in Poland by WIENKRA Ltd. authorised installers.

SPECIMEN
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Warranty conditions for AUX heat pumps

The warranty covers complete heating devices – AUX heat pumps (hereinafter referred to as the Devices) – that have been purchased and installed within the territory of the Republic of Poland by an Authorised Installer.

WIENKRA Ltd., Headquarters at 34 Kotlarska street, 31-539 Cracow, Poland (hereinafter referred to as the Guarantor), guarantees the proper operation of the Device specified in the warranty card, in accordance with the technical and operational conditions outlined in the user manual and installation instructions, after installation and commissioning by an Authorised Installer.

The obligations of the Guarantor under this warranty are fulfilled by the Seller of the Device, who holds a valid Authorised Installer certificate, has carried out the installation and commissioning of the Device, and is listed in the warranty card.

The obligations and rights of the Guarantor may also be exercised by another Authorised Installation Company, provided that it assumes the responsibilities outlined in the warranty card. An Authorised Installation Company (Authorised Installer) is a company holding a valid authorisation certificate for the installation and servicing of AUX Devices, issued by WIENKRA Ltd. (The validity of the certificate can be verified by contacting the Wienkra Service Department by phone or email, with contact details available at: <https://www.wienkra.pl/kontakt.html>)

The warranty card is valid only if it has been correctly completed and signed by the Authorised Installation Company that carried out the installation and commissioning of the device.

The warranty card should include:

- 1) A list of Devices with serial numbers
- 2) Details of the Authorised Installation Company
- 3) Installation address of the Device
- 4) Date of sale and commissioning of the Device
- 5) Entries confirming completed maintenance inspections
- 6) A completed and signed commissioning protocol by the Authorised Installation Company, located at the end of the warranty card
- 7) Stamp of the Authorised Installation Company and the signature of its representative

General Conditions

1. This warranty covers only production defects in the Device caused by faulty parts or manufacturing defects, resulting in the failure of the Device to operate correctly – i.e., operating in a manner inconsistent with the technical and operational conditions specified in the technical specifications or user and installation manuals of the Device.
2. The Guarantor's obligations consist of performing warranty repairs of the Device (free delivery of parts and labour) during the warranty period by the Authorised Installer who carried out the installation and commissioning of the Device, or who performs periodic inspections of the Devices. The date of the last entry in the Warranty Card is always decisive.
3. WIENKRA Ltd. may decide that instead of repairing the faulty Device, it will replace it with a new one.
4. **The warranty rights are granted to the**

Buyer for a period of 5 years from the date of installation and commissioning of the Device by an Authorised Installer (warranty period).

5. The first commissioning of the Device should take place no later than 3 months from the date of sale of the Device by WIENKRA Ltd. to the Authorised Installer. If the actual first commissioning of the Device occurs later than 3 months from the date of sale, for the purposes of determining the warranty period specified in point 3, it will be assumed that the commissioning took place on the last day of the third month from the date of sale of the Device.
6. Defects in the Device revealed during the warranty period will be repaired by the Authorised Installation Company within 14 working days from the date of acceptance of the warranty claim, with the proviso that this period may be extended to a maximum of 28 working days if it is necessary to order spare parts from abroad.
7. **A condition for the warranty to be valid is the completion of at least one paid maintenance inspection per year, which can only be carried out by an Authorised Installation Company.**
8. **Maintenance inspections are fully chargeable, and the cost of the inspection is determined by the price list of the Authorised Installation Company. The completion of the inspection should be confirmed by an entry in the warranty card.**
9. Repair of the Device by anyone other than the Authorised Installation Company, or any structural changes or modifications made to it, will result in the loss of warranty rights.

10. **To make a warranty claim, you should contact the Authorised Installation Company that carried out the installation and commissioning of the Device and is listed in this warranty card.**
11. **A warranty claim, in addition to information describing the issue, should include a scan or copy of:**
 - a. **The completed warranty card**
 - b. **Proof of purchase from the Authorised Installer**
12. The Buyer is obligated, at the request of the Guarantor or the Authorised Installation Company, to present the original completed warranty card.
13. Only the Guarantor and the Authorised Installation Company are authorised to make entries in the warranty card.
14. The Buyer is obligated to make the Device available to the Authorised Installation Company at the installation location in a timely manner for diagnosis and any necessary repairs.
15. A response to the warranty claim will be provided in writing or via email (if the claim was made in this form), no later than 14 days from the date of submission.
16. Warranty repairs of the Device are carried out at the installation location. However, for technical reasons, the Device (or its part) may require repair at the premises of the Authorised Installation Company.
17. A fault report will be prepared by the Authorised Installation Company based on the diagnostic activities. This report

should specify the circumstances and possible causes of the fault, as well as list the damaged or defective components of the Device. The completed report should be signed by both the Authorised Installation Company and the Buyer.

18. The components of the Device that have been replaced under the warranty repair become the property of the Guarantor. The party performing the warranty duties is obligated, at the Guarantor's request, to return them to the specified address.

Scope of the Guarantor's liability

19. Warranty repairs do not cover tasks outlined in the user manual, which the Buyer is required to perform at their own expense, nor activities covered by paid maintenance inspections, such as cleaning filters and heat exchangers.

20. The warranty does not cover the installation of refrigerant, water systems, condensate systems, electrical supply, control systems, and automation performed by the Authorised Installation Company or other entities.

21. The Guarantor's liability does not cover failures or defects not caused by a manufacturing fault in the Device, particularly when the failure or defect is a result of:

- a. Incorrect installation, not in accordance with the user manual and installation instructions of the Device,
- b. Improper use or misuse of the Device by the Buyer or third parties, particularly negligence, using, handling, and operating the Device contrary to the user manual or safety regulations, as well as using incorrect consumables (e.g., filters),
- c. Irregularities in the installation of

refrigerant, water systems, condensate drainage systems, electrical supply, and damage to the Devices resulting from these issues,

- d. Mechanical and thermal damage to the Device caused by the actions or omissions of the Buyer or a third party,
- e. Malfunctioning of the energy supply installation or interference with its operation,
- f. Incorrect transportation or storage, unless carried out by the Guarantor,
- g. Failure to perform or improperly performing maintenance tasks that are the Buyer's responsibility, as outlined in the user manual, including adjustments, checking the operation, or programming settings,
- h. Fire, flood, lightning strikes, other natural disasters, or unforeseen events unrelated to the operation of the Device, corrosion caused by installation in areas exposed to particularly adverse weather conditions, war, riots, and other external factors,
- i. Damage caused by incorrect selection of Devices.

22. To the extent permitted by law, the Guarantor shall not be liable for:

- a. For damages, including lost profits of the Buyer or third parties, resulting from the need to repair the Device,
- b. For damages, including lost profits of the Buyer or third parties, resulting from delays in performing the warranty repair of the Device.

23. The warranty does not exclude, limit, or suspend the Buyer's rights arising from the provisions regarding the lack of conformity of the goods with the contract.

Device Commissioning Protocol

List of devices covered by the warranty:

Outdoor unit	
Model of the device:	Serial number:
Indoor unit:	
Model of the device:	Serial number:

Date of purchase of the Device:	
Date of commissioning of the Device:	
Proof of purchase number:	

Signature of the Authorised Installer

Device Commissioning Protocol

Installation details of the Device:

1.	Electrical supply	L1	L2	L3	[V]
2.	Inter-phase supply	L1	L2	L3	[V]
3.	Average indoor temperature				[°C]
4.	Average outdoor temperature				[°C]
5.	Current measurement of the outdoor unit	L1	L2	L3	[A]
6.	Water temperature at the device output				[°C]
7.	Return water temperature				[°C]
8.	Refrigerant temperature at the plate heat exchanger input				[°C]
9.	Refrigerant temperature at the plate heat exchanger output				[°C]
10.	Number of heating circuits				[-]
11.	Approximate amount of water in the heating system				[l]
12.	Was a buffer used	YES NO			[]
13.	DHW tank				[]
14.	Type of zone valve for DHW				[]
15.	Total length of piping (between the hydraulic module and the outdoor unit)				[m]
16.	Additional amount of refrigerant added				[kg]

Installer details:

Company name:		
Address details:	Street:	
	Unit number:	
	Postal code:	
	City:	
Phone number:		
F-gas certificate number:		
Authorised certificate number:		

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Signature and stamp of the Authorised Installer

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Distributor's stamp

User details:

Name and surname / company name:		
Address details:	Street:	
	Unit number:	
	Postal code:	
	City:	
Contact details:	Phone number:	
	E-mail:	

I hereby declare that I have read the contents of the Warranty Card and accept its terms.
The above devices have been installed and accepted for operation without any reservations.

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Date and signature of the User (Buyer)

Warranty inspection and repair card:

	Type of activity (inspection/repair)	Date of inspection / repair	Company stamp, signature	Remarks / recommendations
1.				
2.				
3.				
4.				
5.				
6.				
7.				

Warranty inspection and repair card:

	Type of activity (inspection/repair)	Date of inspection / repair	Company stamp, signature	Remarks / recommendations
8.				
9.				
10.				
11.				
12.				
13.				
14.				

Warranty inspection and repair card:

	Type of activity (inspection/repair)	Date of inspection / repair	Company stamp, signature	Remarks / recommendations
15.				
16.				
17.				
18.				
19.				
20.				
21.				

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SPECKIMEN
www.auxcool.com

AUX

AIR CONDITIONER

Exclusive distributor of the AUX brand in Poland:

WIENKRA Ltd.

Sales offices:

Cracow:

- 📍 34 Kotlarska street
- 📍 20G Rzemieslnicza street
- ✉ wienkra@wienkra.pl

Warsaw - Janki:

- 📍 15 Sokolowska street
- ✉ wienkra-waw@wienkra.pl

Wroclaw

- 📍 61 Armii Krajowej avenue
- ✉ wienkra-wro@wienkra.pl

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