

# AUX

AIR CONDITIONER

## Warranty Card

AUX Air Conditioning  
Devices



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

## Thank you for choosing the AUX air conditioning system.

AUX air conditioning systems are characterized by the highest quality of workmanship, safety, and ease of use, while also meeting all EU standards for energy efficiency. We hope that our product will meet your expectations.

The exclusive distributor of AUX air conditioning devices in Poland is WIENKRA Sp. z o.o., headquartered in Kraków. This Warranty Card applies exclusively to devices purchased through the WIENKRA Sp. z o.o. distribution network and installed in Poland by installers authorized by WIENKRA Sp. z o.o.

### Important Information for the User:

1. The warranty card must be signed and stamped by an Authorized Installer.
2. The validity of the warranty is subject to the installation of the device by an Authorized Installer and the performance of at least two paid maintenance inspections per year. For air conditioners installed in technical rooms, at least four maintenance inspections per year must be conducted by an Authorized Installer. These inspections must be recorded in the warranty card. To submit a warranty claim, please contact the Authorized Installer who performs the periodic warranty inspections. The definition of an Authorized Installer can be found on page 3 of this Warranty Card.
3. Duplicate Warranty Cards will not be issued.

## AUX Warranty Terms and Conditions

This warranty applies to complete AUX air conditioning devices of the following types: RAC - SPLIT, LCAC - MULTISPLIT, LCAC - SPLIT (hereinafter referred to as "Devices"), purchased through the distribution network of the exclusive AUX distributor, WIENKRA Spółka z o.o., and installed and commissioned by an Authorized Installer. This warranty is valid exclusively within the territory of the Republic of Poland.

WIENKRA Spółka z o.o., headquartered in Kraków at 34A Kotlarska Street, 31-539 Kraków (hereinafter referred to as the "Guarantor"), guarantees the proper operation of the Device listed in this warranty card, in accordance with the technical and operational conditions described in the Device's user and installation manual, provided that the device has been installed and commissioned by an Authorized Installer.

The term Authorized Installer, as used in this warranty, refers to a company that performs installations, periodic inspections, and warranty repairs, and must possess the following valid certifications:

- a valid F-gas certificate, including both: Personal certificate (for the service technician), and Enterprise certificate (certificate validity can be verified on the website: <https://www.udt.gov.pl/rejstry>). A valid authorization certificate for the installation and servicing of AUX Devices, issued by WIENKRA Spółka z o.o.
- Certificate validity can be verified by contacting Wienkra's Service Department via phone or email (contact details available at: <http://www.wienkra.pl/kontakt.html>).

## 1. General Terms and Conditions

- 1.1. This warranty covers only manufacturing defects inherent in the sold Device, caused by faulty parts or production defects, resulting in operation that does not comply with the technical and operational conditions specified in the Device's user and installation manual.
- 1.2. The fulfillment of the Guarantor's obligations consists of carrying out warranty repairs of the Device (free supply of parts and labor) during the warranty period by an Authorized Installer who performed the installation and commissioning of the Device or who conducts its periodic maintenance inspections. The date of the last entry in the Warranty Card is always decisive.
- 1.3. WIENKRA Sp. z o.o. may decide to replace the defective Device with a new one instead of repairing it.

## 2. User Responsibilities

- 2.1. The customer is required to familiarize themselves with the device's user manual, follow the rules for proper use of the Device, and arrange for the required paid periodic maintenance inspections to be carried out by Authorized Installers.
- 2.2. WIENKRA Sp. z o.o. requires a minimum of two maintenance inspections per year (at intervals of at least 5-7 months), and for air conditioners installed in technical rooms, a minimum of four inspections per year (at intervals of at least 3 months) performed by an Authorized Installer. If the required warranty inspections are not conducted, or if they are performed by individuals who do not hold a valid autho-

rization certificate or F-gas certificate, the User loses all rights under this warranty.

- 2.3. The warranty card is valid only if it is properly completed and signed by the Authorized Installer who performed the installation and commissioning of the Device. The warranty card must include the following completed fields:

- 1) List of Devices with serial numbers,
- 2) Authorized Installer's details,
- 3) Installation address of the Device,
- 4) Date of purchase and commissioning of the Device,
- 5) Record of conducted maintenance inspections and warranty repairs,
- 6) Commissioning protocol,
- 7) Signature and stamp of the Authorized Installer.

- 2.4. Only the Guarantor or an Authorized Installer is authorized to make entries in the Warranty Card. The only exception is the Buyer's signature confirming that they have read and understood the contents of the Warranty Card.

### 3. Exercising Warranty Rights

- 3.1. Subject to the following sentence, the standard warranty period for AUX devices is 60 months from the date of installation and commissioning of the air conditioning device by an Authorized Installer, but no longer than 63 months from the date the device was sold by Wienkra Sp. z o.o. to the Authorized Installer. For compressors in RAC - SPLIT devices, the warranty period is 120 months from the date of sale by Wienkra Sp. z o.o. to the Authorized Installer. However, the compressor warranty does not apply to RAC - SPLIT devices installed in technical rooms.

- 3.2. The fulfillment of warranty rights will take

place after:

- Presentation of a valid Warranty Card along with proof of purchase of the Device from an Authorized Installer and confirmation of the compliance of the Warranty Card entries with the actual condition,
- Reporting the malfunction by the Customer in writing or via electronic communication to the Authorized Installer.

- 3.3. The Authorized Installer is required to respond to the complaint within 14 calendar days, counted from the day following the date the complaint was submitted.

- 3.4. Malfunctions and defects of the product that arise during the warranty period will be repaired free of charge by the Authorized Installer who performed the installation and commissioning of the device, within 14 working days from the date the Buyer's claim is accepted. This period may be extended if parts need to be sourced from outside the country.

- 3.5. The warranty repair does not cover activities specified in the user manual that the User is responsible for, such as arranging periodic cleaning and maintenance of the equipment.

- 3.6. Any detected malfunctions and defects of the Device will be repaired free of charge by the Authorized Installer. The costs of spare parts and their transportation to the Authorized Installer or directly to the Customer will be covered by WIENKRA Sp. z o.o., provided that the warranty claim is justified.

\* The 120-month compressor warranty for RAC - SPLIT air conditioners does not apply to devices from the Freedom series (FH, F2H, F3H) with a cooling capacity ranging from 2.5 kW to 7.5 kW.

### 4. Exclusion of the Guarantor's Liability

- 4.1. The warranty does not cover:

- Mechanical damage,
- Damage caused by improper power connection,
- Damage resulting from incorrect voltage in the electrical network,
- Damage caused by lightning strikes,
- Damage caused by improper use,
- Damage and malfunctions caused by dirty filters, heat exchangers, fans, or condensate pumps (if factory-installed in the Device),
- The warranty does not cover the refrigerant, electrical, or condensate drainage installation.

- 4.2. The warranty is void in the following cases:

- Failure to perform warranty inspections,
- Removal or tampering with serial numbers,
- Repairs carried out by an unauthorized service,
- Unauthorized modifications or alterations to the warranty card records.
- Loss or destruction of the warranty card.

- 4.3. The warranty applies exclusively to the Device and does not cover losses related to refrigerant leakage from the cooling system, water leakage from the condensate drainage system, damage related to the electrical power installation supplying the Device, or the operation of the AUX Device with equipment or controllers from other manufacturers.

- 4.4. The warranty does not cover parts of the Devices or accessories that undergo normal wear and tear during operation.

- 4.5. In case of loss of the Warranty Card, a duplica-

te will not be issued.

- 4.6. Defective parts removed from the device after a warranty repair become the property of the Guarantor.

- 4.7. If the claimed device is found to be functional and the service call was unjustified, the User may be charged for the Authorized Installer's service visit according to the price list.

- 4.8. The warranty does not exclude, limit, or suspend the Buyer's rights arising from regulations concerning the non-conformity of the sold item with the contract. To the extent permitted by law, the Guarantor assumes no liability:

- for damages, including lost profits of the Buyer or third parties, resulting from the need to repair the Device,
- for damages, including lost profits of the Buyer or third parties, resulting from a delay in performing the warranty repair of the Device,
- if the required warranty repairs cannot be performed on time due to reasons beyond the Guarantor's control, such as trade and customs import regulations, or force majeure events like floods, hurricanes, etc.

- 4.9. In matters not regulated by the terms of this warranty card, the relevant provisions of the Civil Code shall apply.

## Device Commissioning Protocol

### List of Devices Covered by the Warranty:

Outdoor Unit		Device production date	
Full Device Model:		Serial Number:	Production Date:
Indoor Units		Device production date	
Full Device Model:		Serial Number:	Production Date:
1.			
2.			
3.			
4.			
5.			
6.			

### Device Installation Details:

1.	Total Installation Length				[m]
2.	Height Difference Between Indoor and Outdoor Unit				[m]
3.	Refrigerant System Leak Test				[bar]
4.	Leak Test Duration				[h]
5.	Vacuum Drying Duration				[h]
6.	Additional Amount of Refrigerant				[kg]
7.	Operating Pressure in Cooling Mode				[bar]
8.	Operating Pressure in Heating Mode				[bar]
9.	Supply Air Temperature in Cooling Mode				[°C]
10.	Supply Air Temperature in Heating Mode				[°C]
11.	Room Air Temperature at Startup				[°C]
12.	Power Supply Value	L1	L2	L3	[V]
13.	Current Consumption During Operation	L1	L2	L3	[A]

Device Purchase Date	Device Commissioning Date	Authorized Installer's Signature
----------------------	---------------------------	----------------------------------

**Installer's Details:**

Company Name:		
Address Details:	Street:	
	Unit Number:	
	Postal Code:	
	City:	
Phone Number:		
F-gas Certificate Number:		
Authorization Certificate Number:		

--

Authorized Installer's Signature and Stamp

--

Distributor's Stamp

**User's Details:**

Full Name / Company Name:		
Address Details:	Street:	
	Unit Number:	
	Postal Code:	
	City:	
Dane adresowe:	Phone Number:	
	E-mail:	

I 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.

--

Date and User's (Buyer's) Signature

**Warranty Inspection and Repair Card:**

	Type of Activity (Inspection/Repair)	Date of Completion	Company Stamp, Signature	Comments / Recommendations
1.				
2.				
3.				
4.				
5.				
6.				
7.				

**Warranty Inspection and Repair Card:**

	Type of Activity (Inspection/Repair)	Date of Completion	Company Stamp, Signature	Comments / Recommendations
8.				
9.				
10.				
11.				
12.				
13.				
14.				

**Warranty Inspection and Repair Card:**

	Type of Activity (Inspection/Repair)	Date of Completion	Company Stamp, Signature	Comments / Recommendations
15.				
16.				
17.				
18.				
19.				
20.				
21.				



Exclusive Distributor of the AUX Brand in Poland:

**WIENKRA Sp. z o. o.**

Sales Offices:

**Kraków:**

📍 Kotłarska 34 Street

📍 Rzemieślnicza 20G Street

✉️ [wienkra@wienkra.pl](mailto:wienkra@wienkra.pl)

**Warszawa - Janki:**

📍 Sokołowska 15 Street

✉️ [wienkra-waw@wienkra.pl](mailto:wienkra-waw@wienkra.pl)

**Wrocław**

📍 Armii Krajowej 61 Avenue

✉️ [wienkra-wro@wienkra.pl](mailto:wienkra-wro@wienkra.pl)

🌐 [www.wienkra.pl](http://www.wienkra.pl)

🌐 [www.auxcool.com](http://www.auxcool.com)