

The warranty applies to **IGLU TECH** heat pump products: IGLU Inuit, IGLU Max and IGLU Aleut. Products must be purchased at retail or distributor stores.

1. General provisions

1.1. IGLU TECH is a manufacturer located in Lithuania and operating in accordance with the laws of the Republic of Lithuania. Head office address: Ukmergės g. 364-6, LT-14188 Vilnius, Lithuania. Company code 304400087. Contacts: +370 655 53277, info@iglutech.eu.

1.2. These warranty conditions apply to heat pumps manufactured by IGLU TECH (hereinafter referred to as the device).

1.3. The warranty is valid only for natural persons who have purchased the device for personal use.

1.4. This warranty does not limit the rights of the consumer in the event of the purchase of a product or service of inadequate quality.

2. Warranty period

2.1. The total warranty period is 60 months from the date of launch.

3. Warranty conditions

The manufacturer's warranty applies exclusively to defective parts and components supplied by IGLU TECH. The manufacturer's liability is limited to parts that are defective or non-compliant. The manufacturer is not responsible for any labor costs, disassembly, installation, transportation, commissioning, diagnostics or other costs associated with the replacement of parts on site.

The warranty applies to sales representatives, installation companies and other distribution companies if they fully comply with the installation, operation, maintenance and system requirements specified in the instructions on the official www.iglutech.eu website.

The warranty does not apply to secondary purchasers (used equipment) unless otherwise agreed in writing.

IGLU TECH warrants that the parts and components supplied will be free from defects in materials and workmanship within the specified warranty period and in accordance with the conditions set forth in this document, counting from the date of commissioning. The warranty is valid only if all the installation, operation and maintenance requirements specified in this document are fully met.

3.1. Installation, commissioning and adjustment works of the installation shall be carried out only by duly certified and certified companies or persons.

3.2. Periodic maintenance and after-sales service of the equipment shall be carried out by the manufacturer or by a company trained and authorised by him, which has the right to carry out

installation, commissioning and adjustment works. The price of periodic maintenance of the device is set by the operator according to its price list.

3.3. There is a completed release act (by the manufacturer or by the manufacturer or by the company trained and authorized by him).

3.4. A periodic maintenance report (by the manufacturer or by the manufacturer or by the company trained and authorised by him) has been completed.

3.5. The device shall be installed and operated in accordance with the operating instructions on the manufacturer's website.

3.5. The user must have the documents for the purchase of the device.

4. Scope of the warranty

4.1. The warranty covers manufacturing defects and defects in materials or assembly.

4.2. The warranty includes the provision of spare parts.

4.3. The warranty does not cover wear and tear of the installation, external components and natural equipment.

4.4 The warranty does not apply in the event of electrical fluctuations and short-term disappearances.

4.5 The warranty does not apply if the functionality of the device is limited.

4.6 The warranty does not apply in cases where the heating or cooling water flow rate is insufficient due to air in the system, clogged filters, closed valves, incorrect equipment selection, or installation errors. Failures of the heating element or any other component resulting from insufficient heating or cooling water flow are not considered warranty cases.

5. Maintenance

5.1. The user must carry out periodic maintenance of the equipment **at least every 12 months**.

5.2. Maintenance must be carried out by a qualified specialist and the work must be recorded in the Periodic Maintenance Act.

5.3. During maintenance, the following must be carried out:

5.3.1. Checking and cleaning the condition of filters;

5.3.2. Checking the level and quality of the compressor lubricant;

5.3.3. Heat exchanger inspection;

5.3.4. Refrigerant leakage and tightness check;

5.3.5. inspection of electrical wires, cables and insulation;

5.3.6. Checking the operation of all operating modes and functions.

6. Application of the warranty by period

6.1. During the first 24 months, the warranty is applied in accordance with the legislation of the Republic of Lithuania. It does not apply if the fault is caused by improper installation, use or maintenance.

6.2. During the second warranty period (from 25 to 60 months), the warranty is valid only if the equipment has undergone periodic maintenance, completed its acts and complied with all operational requirements. The manufacturer reserves the right not to apply the extended warranty if the device is not connected to the Internet and the remote service monitoring system.

7. Conditions for the exclusion of warranty

7.1. Parts which wear out naturally during the use of the equipment and whose service life depends on the intensity of the operation of the equipment, as well as accessories to be changed periodically.

7.2. Faults caused by malfunctions of the power grid, voltage fluctuations or damage to the electrical installation.

7.3. If the requirements for the safe installation, operation and maintenance of the equipment set out in these warranty conditions and the manufacturer's instructions provided with the device have not been complied with.

7.4. Defects caused by external factors beyond the manufacturer's control (e.g. natural disasters, storms, lightning, moisture, fire, voltage fluctuations, etc.).

7.5. Defects caused by foreign objects entering the device, such as sand, liquid (corrosion, oxidation), food, insects, steam, dust, corrosive substances.

7.6. Defects caused by transport reasons when the appliance is transported by the buyer himself.

7.7. If the equipment has been moved to a location other than that specified in the maintenance deed of the installation.

7.8. If the device is installed without complying with the environmental conditions specified in the installation manual.

7.9. If periodic maintenance works are not carried out on time.

8. Filing Claims and Warranty Event Process

8.1. Initial fault assessment

If a possible malfunction or malfunction of the device is noticed, the user must: a) check the basic settings of the device (temperature, modes, power supply); b) to make sure that there are no obvious

external causes (e.g. power failure, fuse tripping); (c) consult the manufacturer's instructions for use on the website.

8.2. Fault referral.

The consumer must immediately contact one of the following entities:

- (a) the dealer of the equipment;
- (b) the technician who carried out the installation or commissioning of the installation;
- c) IGLU TECH Service Service.

Preference is given to the dealer or installer.

8.3. When applying, it is necessary to provide: the serial number of the device, the purchase document, the commissioning and maintenance deeds, and the description of the fault (if possible, photographs). Failure to provide this data may result in service being suspended.

8.4. Upon receipt of the claim, fault diagnostics shall be performed (remotely or locally). If the fault is recognized as a warranty, it is eliminated free of charge. If not, the user may be provided with an estimate for paid repairs.

8.5. The User must create conditions for service work and cooperate during diagnostics and repairs.

8.6. If the fault is under warranty, the repair costs are covered by the Manufacturer. If not, the costs are paid by the consumer.

9. Final provisions

9.1. The Seller has the right to refuse warranty repairs if it is established that the fault was caused by the fault of the User.

9.2. The manufacturer shall not be liable for indirect losses, loss of revenue, damage to third parties caused by improper operation of the device.

9.3. In the event of a dispute, it shall be resolved by negotiation, and in case of non-agreement, in accordance with the legal acts of the Republic of Lithuania.

9.4. The warranty conditions may be updated by the Manufacturer.

**IGLU TECH UAB**

Ukmergės g. 364-6, LT-14188 Vilnius, Lietuva

info@iglutech.eu

+370 655 53277

Periodic Maintenance Act

Installation date: _____

Exact address of installation of the device: _____

VAT invoices: No. _____

Product Name: _____

TECHNICAL SERVICE

Sec. No.	Date of service	Work done	Person (or company) who performed the work and signature
1.			
2.			
3.			
4.			
5.			

UAB "IGLU TECH"

Legal entity code: 304400087

Address: Ukmergės g. 364-3, LT-14188 Vilnius, Lithuania.

Phone: +370 655 53277

Email: info@iglutech.euWebsite: <https://iglutech.eu/>

ISO certified | Member of

[ISO 9001:2015](#) | [ISO 14001:2015](#)

Įmonės kodas: 304400087

PVM mokėtojo kodas: LT100010433413

Swedbank AS

Atsiskaitomoji sąskaita.:
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