

GENERAL WARRANTY CONDITIONS – SOLEMIO SPRSUN HEAT PUMPS

1. Warranty conditions

1.1. The manufacturer of heat pumps, hereinafter referred to as the Device, is SPRSUN – Guangzhou SPRSUN New Energy Technology Development Co., Ltd. SOLEMIO Sp. z o.o., hereinafter referred to as the Distributor, as the guarantor guarantees the correct operation of the Device at the end customer, where the first installation of the Device takes place (End Customer).

1.2. The Device is covered by the warranty and will function properly during the warranty period only if it is:

- used in accordance with its intended purpose, the operating instructions;
- installed in accordance with the installation guidelines, hereinafter referred to as the Installation Requirements, provided by the Distributor.

In addition, the Device, in order to be covered by the warranty and function properly, must be installed by an entity, hereinafter referred to as the Installer, with the appropriate qualifications (SEP, F-Gas), based on a hydraulic diagram approved by the manufacturer, which is part of the Installation Requirements.

1.3. During the warranty period, the user is entitled to free repairs resulting from hidden material and manufacturing defects of the Device, provided that the warranty terms are met.

1.4. The Device Start-up Protocol and Warranty Terms should be signed by the Installer (meeting the conditions specified in 1.2) and the End Customer. Both documents should be sent to the Distributor within 7 days (in electronic version – to the e-mail address: kontakt@sole-mio.pl) and within 14 days (in paper version – to the address: SOLEMIO Sp. z o.o. Przemysłowa 2, 64-200 Wolsztyn) from the date of the first start-up of the Device. Failure to comply with these obligations results in the expiry of the warranty.

2. Scope of the warranty

2.1. The warranty period is 24 months. The warranty period begins on the date of sale of the Device by the Distributor, confirmed by the Device Start-up Protocol, but no later than 3 months from the date of shipment of the device from the Device Distributor (date of the sales document issued by the Distributor).

2.2. The warranty applies only to devices purchased and installed in Poland. Both of these requirements must be met simultaneously.

2.3. The warranty applies only to the first owner of the Device. Transfer of ownership of the Device results in the expiry of the warranty. An exception to this rule is the situation when the Device is purchased by an entity that conducts business activity covering the installation of devices such as the Device (Intermediate Customer), for the purpose of later selling the Device together with the

installation service. In such a case, the warranty applies to the End Customer, at whose place the Device is installed for the first time. Specific warranty conditions applicable in this situation are indicated in section 8 of the document.

2.4. The warranty covers only the Device. Service activities cover only Devices delivered as boiler room equipment and purchased from the Distributor. The warranty does not cover those parts of the Device that are subject to natural wear and tear and should be cleaned or replaced periodically, i.e. filters in the Hydrobox.

2.5. The warranty covers only the Device, which is subjected to service inspections by the End Customer at least once a year, in each year of the warranty period.

2.6. External components and other devices not supplied by the Distributor are not covered by the warranty. At the same time, if the incorrect operation of external components and other devices affects the operation of the Device, their repair or replacement is not covered by the warranty and is the responsibility of the End Customer.

2.7. The warranty does not cover in particular the activities of the Installer, including:

- installation of the refrigerant;
- installation of the condensate drainage;
- installation of the power supply to the Device;
- installation of connecting additional devices;
- installation of control devices;
- heating system.

2.8. During the warranty period, documented verification of the cleanliness of the filters and the condition of the installation is required no later than after the first 100 hours of operation of the Device. The Distributor requires that the above be verified by the Installer. During the proceedings, the Distributor may request proof of inspection. Failure to document these activities results in the expiry of the warranty.

2.9. If, during the verification of the notification of irregularities in the operation of the Device, it is determined that the incorrect operation results from circumstances not covered by the scope of the warranty, including, for example:

- incorrect installation of the Device;
- incorrect operation of components and devices not covered by the warranty, but affecting the operation of the Device;
- contaminated filters;
- incorrect settings of the control automation;
- operation of the Device not in accordance with the operating instructions;
- faults caused by unstable voltage, phase failure, phase reversal, overvoltage in the power network to which the Device is connected.

The End Customer will be charged the costs of the Distributor's service arrival and the costs of the actions taken. By making a purchase and warranty claim, the End Customer confirms that they have read these rules and agrees to be charged the costs resulting from omissions and damages not covered by the warranty.

3. Warranty notification

3.1. In the event of disruptions in the operation of the Device, immediately contact the Installer and/or the Distributor by phone, without taking any action beyond the basic scope of service for the End Customer, under penalty of loss of warranty for the device. The following are excluded:

- actions that save life and health;
- basic actions related to the scope of service for the device;
- actions related to service performed by the Installer.

The basic service actions of the End User include checking the patency of the filters located on the installation and their possible cleaning.

3.2. Any other work performed on your own will result in loss of warranty.

3.3. The response time for failure reports is up to 3 business days. The response to the failure report should be treated as a form of communication with the End Customer and presentation of a plan to resolve the failure.

3.4. The Distributor recommends that before filing a warranty claim, i.e. information containing both information about the failure and the expected request, the End Customer first reports any concerns to the Installer. Since a significant portion of warranty claims are not the result of a Device malfunction, but of improper installation, such action will allow avoiding the costs of service indicated by the Distributor, related in particular to travel costs, not covered by the warranty.

3.5. A warranty claim may be processed by the Distributor only in the event of prior submission of the Device Start-up Protocol and Warranty Terms - in accordance with points 1.2 and 1.4.

3.6. The manufacturer's warranty card (supplied with the device) and proof of purchase of the device must be attached to the warranty claim

3.7. At any stage of the warranty period, it is possible to remotely diagnose a malfunctioning Device at the manufacturer's. Diagnosis is performed by the End Customer or Installer providing an individual QR code to the Distributor, who then sends the code to the device manufacturer, where remote diagnosis is performed. 3.8. In the event of a dispute between the Distributor and the End Customer regarding the failure of the Device and the qualification of the claim for warranty, the Distributor may - at the express request of the End Customer and after the latter has paid the costs of the expertise and transport - transfer the Device to the manufacturer's laboratory. If the manufacturer determines the nature of the failure covered by the warranty, the Distributor will reimburse the End Customer for the cost of the expertise and transport.

4. End Customer Rights during the warranty period

4.1. If the service indicated by the Distributor diagnoses irregularities in the operation of the Device covered by the warranty, the costs of service, including travel, shall be borne by the Distributor.

4.2. The basic right of the End Customer is to request the repair of the Device.

4.3. The Purchaser is entitled to exchange the Device for a device free from defects only if:

- The Device has manufacturing defects that prevent its use in accordance with its intended purpose, despite five significant repairs being made during the warranty period to remove these defects;
- The Service indicated by the Distributor states in writing that the removal of the reported and recognized defects is impossible.

5. Service inspections

5.1. Service inspections are not covered by the warranty and are separately payable.

5.2. The End Customer may commission a service inspection to the Installer or another entity with the authorizations indicated in 1.2, who has knowledge of the installation and operation of the Device.

5.3. The replacement of used filters (in the Hydrobox) is the responsibility of the End Customer.

6. Warranty exclusions

6.1. The warranty does not apply, or the warranty claim is not subject to execution, in the event of:

- expiry of the warranty, including due to the expiry of its validity period and other circumstances indicated in the document;
- failure to comply with the operating instructions and the Device Installation Requirements indicated by the Distributor – which may result in incorrect operation, damage and the occurrence of errors on the Device controller;
- assembly and/or start-up and operation of the Device on a non-target connection to the power grid – accepted by the Energy District of a given area and/or local energy supplier;
- assembly and/or start-up of the Device by a person who does not have the appropriate electrical qualifications of SEP and F-Gas;
- repairs carried out by an unauthorized entity;
- lack of service inspections;
- mechanical damage resulting from the service of the End Customer and factors beyond the Distributor's control;
- making modifications, introducing changes to operating parameters, alterations, repairs and replacing parts on your own without the consent of the Distributor;
- defects caused by improper transport, storage, assembly and/or disassembly;
- damage or incorrect operation of the Device caused by the use of inappropriate (not compliant with the Installation Requirements) additional devices (e.g. circulation pumps, heaters, buffers, domestic hot water tanks, etc.), controllers, remote application other than the dedicated one;
- use of the Device contrary to its intended purpose;
- failure to attach or present at the Distributor's request the documents indicated in the warranty conditions.

7. Other possible circumstances not covered by the warranty:

7.1. In addition to the circumstances listed above, the warranty does not cover:

- problems related to the instability of the primary energy source - ensuring the free flow of air.
- faults caused by poor water quality;
- faults related to the heating system in the rooms;
- costs resulting from increased electricity consumption, including due to departure from the recommended use of the Device, drying out of newly constructed buildings, etc.;
- damage caused by force majeure (storms, natural disasters, etc.);
- failures resulting from normal use of the Device, in particular those resulting from dirt or natural wear of parts are not covered by the warranty.
- Faults caused by unstable voltage, phase failure, phase reversal, overvoltage in the power grid to which the Device is connected

8. Special warranty conditions in the event of purchase of the Device by an Intermediate Customer

8.1. The Intermediate Customer may purchase the Device in a traditional business model or as a service representative of the Distributor (Intermediate Customer – Service Technician).

8.2. The Intermediate Customer – Service Technician, in exchange for a discount on the Device individually agreed with the Distributor, undertakes to take over from the Distributor the warranty obligations specified in this document in relation to the End Customer, for whom the Device will be installed. The Intermediate Customer – Service Technician is obliged in particular to carry out diagnostics, repair and replacement of the Device in the event of a notification meeting the warranty requirements.

8.3. The Intermediate Customer – Service Technician bears all costs related to the performed warranty activities on their own. In such a case, the Distributor's services are limited to free delivery of parts subject to replacement in the Device and free delivery of a new device to the Device, subject to 8.4.

8.4. In the event that the Intermediate Customer – Service Technician determines that the Device should be replaced, the Intermediate Customer – Service Technician is obliged to inform the Distributor about the assessment made before passing on the information to the End Customer. The Distributor is entitled to independently assess the warranty claim and indicate to the Intermediate Customer – Service Technician the procedure to be followed, including the method of repair. The Distributor's guidelines are binding.

8.5. The Intermediate Customer – Service Technician is obliged to inform the End Customer for whom the Device is being installed for the first time about:

- their service obligations;
- contact details.

8.6. The Intermediate Customer – Service Technician is obliged to inform the Distributor about the installation and performance of the obligations indicated in section 8.5.