

1. Social name and address of the producer and Object

Solzaima, S.A.
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3750-362 Belazaima do Chão

This document does not substantiate the provision by Solzaima S.A. of a voluntary warranty on its produced and marketed products (from now on mentioned as "Product (s)"), but rather a guide, intended to be enlightening for the effective activation of the legal warranty that benefits consumers (from now on mentioned as "Warranty"). This document does not affect the legal rights of warranty, emerging from the purchase agreement whose purpose is the Product(s).

2. Product Identification on which rests the Warranty

The activation of the warranty presupposes prior and correct identification of the product object towards Solzaima, SA, being promoted by providing the Product 's packing data indicated in the purchase invoice or in the product characteristics plate (model and serial number).

3. Conditions of Products Warranty.

3.1 Solzaima, SA replies towards the Buyer for the lack of product's conformity with their purchase and sale agreement, on the following deadlines:

3.1.1 A period of 24 months from the date of delivery of the good, in the case of domestic use of the product;

3.1.2 A period of 6 months from the date of delivery of the good, in the case of professional use of the Product

3.2 To exercise their rights, and provided that the deadlines specified in the preceding paragraph are not exceeded, the Buyer must report in writing to Solzaima, SA the lack of the Product conformity within a maximum of:

3.2.1 sixty (60) days from the date in which these have been detected, in the case of domestic use of the product;

3.2.2 thirty (30) days from the date in which these have been detected, in the case of professional use of the Product.

3.3 During the warranty period referred to in paragraph 3.1 above (and for it to remain valid), the repairs to the Product must only be carried out by Official Technical Services of the brand. All services provided under this warranty, will be held from Monday to Friday within the legal work schedule established in each region.

3.4 All requests for assistance must be submitted to support service Customer of Solzaima, SA, via e-mail: apoio.cliente@solzaima.pt. At the moment of technical assistance to the Product, the Purchaser shall provide, as documentary evidence of Product Warranty, the invoice or other document demonstrating the purchase. In any case, the proof of purchase of the product shall include the reference (as referred in point 2 above) and date of purchase. Alternatively and in order to validate the Product Warranty the PSR - evidence of the machine start-up (if applicable) - may be used.

3.5 The product must be installed by a qualified professional, according to the regulations in force in each geographical area, for installation of these products and complying with all regulations in force, in particular concerning chimneys and other regulations applicable to aspects such as water supply, electricity and / or other related equipment or sector and as described in the instruction manual. A product installation not in accordance with the manufacturer's specifications and / or does not comply with legal regulations on this matter, will not lead to the application of this warranty. When a product is installed outdoors, it must be protected from weather effects including rain and winds. In these cases, the device protection may be required by use of a cabinet, or a protective case properly ventilated.

3.6 Devices should not be installed in locations containing chemicals in its atmosphere, saline or with high moisture content environments, because it's mixture with air can promote the combustion chamber rapid corrosion. In this type of environment it is especially recommended that the unit is protected with anti-corrosion products for the purpose, especially between working periods. As a suggestion we advise the application of graphited greases suitable for high temperature lubrication function and anti-corrosion protection.

3.7 In the Products belonging to the pellet range, in addition to the daily and weekly maintenance detailed in the instruction manual, it's also required to clean its interior and the respective fume extraction chimney. These tasks must be performed every 600-800 kg of pellets consumed in the case of pellet stoves (air and water) and compact boilers, and every 2000-3000 kg of pellets consumed in the case of automatic boilers. In case these quantities are not consumed, at least a systematic preventive maintenance on an annual basis must be done.

3.8 It is up to the Buyer to ensure that periodic maintenances are performed as indicated in the manuals and handling instructions accompanying the product. Whenever requested it must be proven by the presentation of the technical report of the entity responsible for it, or alternatively by registering them in the instruction manual in the dedicated section.

3.9 To prevent damage to the equipment due to overpressure, it must be assured, in the installation, safety elements such as pressure relief valves or temperature pressure, if applicable, as well as expansion tank adjusted to the installation, to assure its proper operation. Please note that: the referenced valves should have a value equal to or less than the pressure supported by the equipment; there may not be any shut-off valve between the equipment and the respective safety valve; a preventive maintenance plan should be provided to certify the correct functioning of these security features; regardless of device type, all safety valves should be channeled into sewer siphon, to prevent damage to housing by discharges of water. The Product Warranty does not cover damage caused by improper channeling water discharged by the valves.

3.10 To prevent damage by galvanic corrosion to the equipment and the attached piping, it is recommended the use of dielectric tabs (cuffs) on connections between the device and metal tubes, whose characteristics potentiate this kind of corrosion. The Product Warranty does not cover damages caused by the non-use of such dielectric spacers.

3.11 The water or thermal fluid used in the heating system (Hydro stoves, boilers, fireplaces central heating, etc.) must comply with the legal requirements and ensure the following physical-chemical characteristics: absence of suspended solids; low conductivity; Residual hardness of 5 to 7 French degrees; neutral pH close to 7; low concentration chlorides and iron; no air inlets by depression or other. If the installation enhances a water automatic make-up it should consider upstream, a preventive treatment system consisting of filtration, softening and preventive dosage of polyphosphates (fouling and corrosion) as well as a degassing step, in case this is necessary. If in some circumstances some of these indicators present values outside the recommended, the warranty will cease its effect.

3.12 Except as expressly provided by law, an intervention in warranty does not renew the Product warranty period. The rights of warranty are not transferable to the purchaser of the product.

3.13 The equipment must be installed in accessible local and without risk to the technician. The means necessary for access to the equipment will be provided by the Buyer, as well as all the charges resulting from the process.

3.14 Guarantee is valid for products and equipment sold by Solzaima SA only and exclusively within the geographical and territorial area of the country where the Product was sold by Solzaima.

4. Circumstances that exclude the application of Warranty

The following cases are excluded from Warranty, being the total cost of the reparation payable by Buyer:

4.1. Maintenance operations, tuning of the product, start-ups, cleaning, elimination of errors or anomalies that are not related to deficiencies of equipment components and replacement of batteries;

4.2. Components in direct contact with fire such as: vermiculite supports, baffle or protection plates, vermiculite, sealing cords, burners, ash pans, trim wood, smoke regulators, ash grid, whose wear is directly related to the operating conditions. Paint degradation, as well as its degradation by corrosion due to fuel excess charge, open drawer use or excessive draft of the chimney installation. The glass breakage by improper handling or other reasons unrelated with the conformity of the product.

4.3. Wear components such as bearings;

4.4. Deficiencies of components external to the product that may affect its correct functioning, as well as property damage or other (eg. Tiles, roofs, waterproof covers, pipes, or personal injury) originated by misuse of materials in the facility or the non-implementation of installation according to the rules of installation of the Product, the applicable regulations or good construction rules, especially when it has not promoted the application of appropriate piping temperature in use, expansion tanks, anti-return valves, safety valves or anti-condensation valves, among others;

4.5. Products whose operation has been affected by faults or deficiencies of external components or inappropriate dimensioning;

4.6. Defects caused by use of accessories or replacement of components other than those determined by Solzaima, SA;

4.7. Defects arising from failure of installation, use and operation instructions, the use of applications non-compliant with the product application, abnormal climatic factors, abnormal operating conditions, overload or improper maintenance and cleaning;

4.8. Products that have been modified or manipulated by unauthorized personnel and therefore without explicit permission from Solzaima, SA;

4.9. Damage caused by external agents (rodents, birds, spiders, etc.), atmospheric phenomena and / or geological (earthquakes, storms, frost, hail, lightning, rain, etc.), wet, harsh or saline environments (eg proximity of sea or river), as well as those derived from excessive water pressure, inadequate power supply (voltage with variations greater than 10% over the nominal value of 230V), pressure or inadequate supply of circuits, vandalism, urban confrontations and armed conflicts of any kind, as well as derivatives;

4.10. Failure to use fuel recommended by the manufacturer is reason to warranty exclusion.

Note: For pellet devices the fuel used must be certified by EN 14961-2 grade A1. Also, before buying large quantities, the user should test the fuel to see how it behaves.

In wood devices the fuel must have a moisture content below 20%.

4.11. The appearance of condensation, by faulty installation or by the use of fuels other than virgin wood (such as pallets or impregnated wood paints or varnishes, salt or other components), which can contribute to accelerated degradation of the equipment, especially the combustion chamber;

4.12. All products or components damaged in transport or installation;

4.13. Cleaning operations performed to the device or components caused by condensation, fuel quality, bad adjustment or other circumstances arising from the place of installation. Interventions for decalcification of the product (the elimination of limestone or other materials deposited inside the device and produced by the quality of water supply) are excluded from warranty. Circuit venting operations or unlocking of Circulator pumps are also excluded from warranty.

4.14. The installation of the product(s) supplied by Solzaima, SA must consider the possibility of its easy removal, as well as points of access to mechanical, hydraulic and electronic equipment and to the installation. When the installation does not allow immediate and secure access to the equipment, the additional costs of access and security measures will be borne by the Buyer. The cost of dismantling and assembling boxes of plasterboard or masonry walls, insulation or other elements such as chimneys and plumbing connections preventing free access to the product (if the product is installed inside a crate of plasterboard, masonry or other dedicated space it must follow the dimensions and characteristics indicated in the manual and operating instructions accompanying the product) ..

4.15. Information or clarification interventions done to domicile about how to operate the heating system, programming and / or reprogramming of regulation and control elements, such as thermostats, regulators, programmable devices, etc.;

4.16. Fuel adjustment interventions in pellet devices, cleaning, detection of water leaks in device's external piping, damages due to the lack of cleaning of the Product or the fume extraction chimneys;

4.17. Emergency interventions are not covered by Warranty: weekend and holiday interventions; these could be performed with an additional charge, and will only be performed under the express request from the buyer and conditioned to availability of authorized technical personnel.

5. Inclusion of Warranty

Solzaima, SA will fix at no charge to the Buyer, the defects covered by the warranty by repairing the product. Products or components replaced will become the property of Solzaima, SA.

6. Responsibility Solzaima, S.A.

Without prejudice to legal provisions, the responsibility of Solzaima, SA, concerning warranty is limited to the established in these warranty conditions.

7. Tariff Services carried out under warranty

Interventions outside the scope of the warranty are subject to the application of tariffs in force.

8. Administrative Expenses

In case invoices related to services performed are not paid within the agreed payment term, interests will be applied at the maximum legal rate.

9. Competent Court

For the resolution of any dispute arising from the purchase and sale agreement having as object the products covered by the warranty, the contracting parties attribute exclusive jurisdiction to the courts of the district of Águeda, with express waiver of any other.