



VTS STANDARD GUARANTEE CONDITIONS

On basis of these guarantee conditions, company of VTS Group specified in the guarantee card [hereinafter: VTS], guarantees to the owner [Hereinafter: Client] a failure-free operation of sold by VTS SVS type air Handling units [Hereinafter: AHU].

§ 1 Period of guarantee

1. Guarantee for AHU, unless otherwise provided Hereunder in §1.2 is valid for 24 months from the date of sale.
2. Guarantee for automatic elements is valid for 18 months from the date of sale.

§ 2 Scope of guarantee

1. VTS, at its sole discretion, will replace AHU or their faulty part or repair them on site of installation or other place after sending them for repair.
2. If the guarantee service is rendered on site of installation of the AHU in country of VTS registered office, VTS will cover costs of transportation of Authorized VTS Service workers and spare parts only within 200 km from the Authorized VTS Service seat in such country. Current list of Authorized VTS Services is available on www.vtsgroup.com and VTS representative offices.
3. Additional equipment of AHU not manufactured by VTS but delivered by VTS together with the AHU, is subject to guarantee specified in §1.2 hereabove.
4. Guarantee service does not extend guarantee validity period and the guarantee period for replaced parts ends with the end of guarantee period for the AHU.
5. These guarantee conditions shall be enforceable and valid for all parties of agreements connected to the AHU, unless VTS agrees otherwise in writing.

§ 3 Exclusions

The following are not subject to this guarantee:

1. Parts of AHU subject to operational wear out, operational materials such as filters, gaskets, fan belts, light bulbs, fuses, bearings, etc.
2. Damages not attributable to VTS or faults of AHU resulting from other causes than those in AHU.
3. Damages to AHU from environment, improper transport or storage.
4. Mechanical damage from improper use and operation of AHU, breaching rules set forth in VENTUS Operation and Maintenance Manual [hereinafter: OMM].
5. AHU that were not assembled by Authorized VTS Service or were installed and commissioned not according to OMM.
6. AHU whose start-up was not executed and documented in guarantee card by Authorized VTS Service or other service with appropriate knowledge and experience.
7. AHU that were modified repaired or whose operation parameters or parts were changed or replaced without VTS prior written consent.
8. Finishing parts of AHU installed on outside buildings, in which the roof on AHU casing was not used.
9. Damages and faults in casing and structural elements that do not influence the functions and proper operation of AHU.



§ 4 Complaints

1. Complaints should be made by phone by contacting the customer assistance centre, which contract details are available on www.vtsgroup.com as well as on the label located on the AHU or by filling in the internet application form available on www.vtsgroup.com.
2. The complaint must contain the following information: the factory number, the address of a AHU installation, Client's phone number, person in charge on behalf of Client, kind of problem and, if possible, indicate damaged parts.

§ 5 Guarantee service

1. Service resulting from this guarantee should be completed within 14 days from the complaint registration. In exceptional cases this period may be extended, in particular when guarantee service requires import of parts and components from suppliers or when Authorized VTS Service is unable to work due to weather conditions.
2. Parts of AHU replaced by Authorized VTS Service within guarantee service shall become VTS property.
3. Costs resulting from unjustified complaint or Client's interruption of guarantee service performed by Authorized VTS Service, shall be covered by the Client, in accordance to prices of relevant Authorized VTS Service, based on the VAT invoice issued by Authorized VTS Service.
4. VTS reserves the right to refuse guarantee service in case the Client refrains from payment for AHU or earlier service.
5. The Clients are obliged to cooperate with Authorized VTS Service during guarantee service executed in place of AHU installation, in particular Clients should:
 - a. make AHU available in appropriate time,
 - b. present documents delivered together with AHU (guarantee card, technical data card, OMM),
 - c. carry out actions necessary for protection of people and property and follow industrial safety regulations at the place of guarantee service,
 - d. facilitate start of guarantee service immediately on arrival of Authorized VTS Service and completion of service without delay,
 - e. provide, free of charge, any possible aid during guarantee service (such as power source and proper lightning in the place of AHU installation)
 - f. Client is obliged to immediately receive and confirm the completion of guarantee service in writing on the service card. In case of doubts regarding quality or completeness of guarantee service, Client is entitled to file complaint to VTS.

§ 6 Miscellaneous

1. In case of discrepancies between sale documentation (VTS offer, Client purchase order) and these VTS Standard Guarantee Conditions, sale documentation shall take precedence.
2. Amendment of these VTS Standard Guarantee Conditions shall be made in writing as new version hereof and shall not be valid for AHU sold before enforcement of new version.
3. These VTS Standard Guarantee Conditions are valid for AHU sold as of 1st of November, 2011.