

WARRANTY TERMS AND CONDITIONS FOR GRENTON PRODUCTS

GENERAL TERMS

1. The quality warranty applies to device defined in the Product section (hereinafter "the Product") manufactured and put on the market by Grenton sp. z o.o. registered in Krakow, ul. Na Wierzchowinach 3, 30-222 (hereinafter "the Manufacturer" or "Grenton").
2. The condition is valid in Poland and applies only to the Product purchased and installed in Poland.

WARRANTY PERIOD

1. The Manufacturer is responsible for malfunctioning the Device within the periods of 24 months from the date of purchase by the customer, but no longer than 36 months from the production date placed on the on the nameplate.

WARRANTY APPLIES TO

1. The warranty covers only hidden defects of the Product, i.e. created only for reasons attributable to the item sold. The condition of warranty liability is that the Product:
 - a. has been installed in the manner indicated in the user's manual,
 - b. has been used in a manner consistent with the user manual and intended use,
 - c. has been used in a manner consistent with the user manual and intended use.The authorized person is the one who has the Authorization or Certification confirmed by the Guarantor to assemble the Product.
2. Warranty does not apply to:
 - d. mechanical or electrical damages caused by improper use,
 - e. damages independent from the manufacturer resulting to external causes, e.g. flood, fire, lightning, natural disasters, earthquakes, water damage, battery spill, liquid leakage, weather conditions high or low temperature,
 - f. exchangeable parts that consumes naturally,
 - g. damages caused by malfunctioning software, e.g. attack of a computer virus, or by failure to update the software as recommended by Grenton,
 - h. damages resulting from overvoltages in the power grid,
 - i. damages resulting from connection to the power grid in a manner inconsistent with the user manual,
 - j. damages caused by operating or storing the Device in its adverse conditions,
 - k. damages caused by using accessories not recommended by the Manufacturer,
 - l. damages caused by faulty electrical installation, including the use of incorrect fuses,
 - m. damages resulting from the use of non-original, and therefore improper for a given model of spare parts and equipment,
 - n. defects caused by operating faulty Device or accessories,
 - o. defects associated with the malfunction or configuration of the system to which the product was connected,
 - p. software provided free or for a fee by Grenton,
 - q. the lack of service of the Product in the manner and on the terms set by Grenton.
3. The Manufacturer's liability is limited to the value of the Product and does not include damage caused outside the Product.
4. The Guarantor is not liable for damages to property caused by defective device. The Guarantor is not liable for indirect, incidental, special, consequential or moral damages, or for any damages, including loss of benefits, savings, data, loss of profits, claims by third parties and any other damages arising from or related to the use of the Device.

THE COMPLAINT

1. A complaint should be filed no later than within 10 days of the defect being revealed.
2. Only the holder of a valid warranty document and the original documents proving its purchase shall be entitled to make claims under warranty.
3. The complaint submission is accepted by Authorized Grenton Installer or Grenton Distributor, from who the product was purchased or. In special cases (e.g. the place of sale liquidation) the complaint may be accepted by the Manufacturer.
4. Along with the notification of a warranty claim, the buyer provides the guarantor - or the entity indicated by him (eg an authorized service unit) with the advertised Product. The buyer's obligation is to agree in advance with the guarantor how to deliver the Product.

COMPLAINT CONSIDERATION

1. The complaint should be considered within 30 days from the date of complaint made correctly according to the "the Complaint" section, unless there are any circumstances beyond the Guarantor's control that may have impact on extending this deadline, such as, for example: the need to perform additional laboratory test, ordering non-standard components, which will be used to repair the Device, etc. The guarantor will inform about the circumstances of the holder of the guarantee immediately after they are found.
2. If the complaint is justified and accepted defective the Product is repaired at the expense of the Guarantor, or the Guarantor will replace the defective Product or its components for items free from defects. The choice of the complaint handling method is made by the Guarantor.
3. Parts replaced under warranty are the property of Grenton. All parts listed in the complaint process are covered by the warranty until the end of the basic warranty period of the Product. The warranty period for this parts are not extended.
4. If in special situations (e.g. there is no such Product in actual commercial offer) when the Product can not be replaced for the same type, the Guarantor may replace the Product with another one with the most similar technical parameters. Such a solution is considered to be correct performance of the Guarantor's obligations due to this warranty.

FINAL REMARKS

1. In case when the complaint is unjustified, all costs associated with the process are borne by the submitting person.
2. The Device warranty does not exclude, limit or suspend the Customer's warranty rights.