

Model.....

Serial number.....

Date of sale.....

WARRANTY CARD

TECH STEROWNIKI II

Spółka z ograniczoną odpowiedzialnością
ul. Biała Droga 31, 34-122 Wieprz
www.techsterowniki.pl

SERVICE

ul. Skotnica120, 32-652 Bulowice
tel: +48 33 875 93 80; fax: +48 33 845 45 47
serwis@techsterowniki.pl

.....
seller's stamp

Terms and conditions of warranty

- 1. Warrantor** - The warranty is provided by Tech Sterowniki II with its registered office in Wieprz, Biała Droga 31 (34-122 Wieprz), entered into the register of entrepreneurs of the National Court Register, the registration files of which are kept by the District Court for Kraków - Śródmieście in Kraków, 12th Commercial Division of the National Court Register under the number KRS 0000923648, with share capital of PLN 100,000.00 (hereinafter referred to as Warrantor or Tech Sterowniki).
- 2. Device** - The device is not intended to be used by children. The electrical system should meet the requirements laid down in the manual as well as applicable regulations and standards. The device is not a safety part of the entire system to which it is connected. It is not intended to be used outside the building; the acceptable relative humidity is 5-85% (REL.H) without condensation effect.
- 3. Warranty** - The Warrantor guarantees, within the scope and on the terms specified in these Terms and conditions of warranty, that the device manufactured by Tech Sterowniki will be free from malfunction for a period of 24 months from the date of receiving the device by the customer. All faults reported to the Warrantor after the above-mentioned warranty period is over will not be covered by the warranty. The warranty covers all defects arising during its validity, resulting from reasons inherent in the device. The warranty does not apply to cooperating equipment, consumables, components not manufactured directly by the Warrantor, or elements covered by the warranty of third parties. The temperature sensor inside the device cannot be immersed in any liquid.
- 4. Warranty card** - The document with the Warrantor's company stamp is issued together with the device. In the event of loss or damage of the warranty card, the Warrantor does not issue a duplicate.
- 5. Warranty exclusions** - The warranty does not cover damage resulting from the user's fault, mechanical damage, improper use not compliant with the user's manual or the intended use, inappropriate working conditions (incorrect supply voltage, ambient temperature, humidity, condensation etc.), chance events including flooding, lightning, fire, chemical influences, improper installation (set-up) and configuration (not compliant with the user's manual) including incorrect supply voltage and connecting external devices which may damage the device. The warranty does not cover connection works, configuration of the device parameters or parts and components subject to wear and tear during normal operation. Immersing the temperature sensor in any liquid will result in the loss of warranty. Do not remove the insulation from the bimetallic sensor as it may cause incorrect operation of the controller and it will result in the loss of warranty¹. Breaking the device protections (seals, warranty stickers, labels with serial number) as well as conducting any modifications or repairs voids the warranty.

¹ it concerns the devices equipped with a temperature sensor and a bimetallic sensor

- 6. Warranty claim** – In the event of a defect in the device, the complaint must be made in writing and it must include: customer details, the original or a copy of the proof of purchase, a detailed description of the defect along with the date and the cause of its occurrence. Filing a complaint without such data and documents may extend the process of considering the complaint or cause it not to be recognized. The complaint should be delivered together with the faulty device to the Complaints Department (address: TECH STEROWNIKI II – SERWIS ul. Skotnica 120, 32-652 Bulowice). The person making a complaint is obliged to properly secure the device during transport.
- 7. Warranty claim rejection** – If there are no grounds for accepting the claim, the Warrantor will inform in writing or by e-mail about the rejection of the complaint, together with the justification of the position. Then, the Warrantor will return the device to the address provided.
- 8. Warranty claim acceptance** – If the complaint is accepted, the Warrantor undertakes to repair the device or replace the faulty device with a new one free of charge if the defect cannot be remedied. In the event of replacing the faulty device with a new one, the warranty does not cover connecting and configuring the new device.
- 9. Warranty processing time** – The warrantor undertakes to consider the warranty claim within 30 days from the date of filing the complaint together with the necessary information or documents allowing the Warrantor to assess the legitimacy of the claims.
- 10. Appeal** – In case of disagreement whether the defect occurred or not, the parties may appeal to the assessment of an expert chosen by mutual agreement or a research institute. The costs of the expert assessment will be settled as agreed between the manufacturer and the customer.
- 11. Replacement or repair** – If, at the time of repair or replacement, the device is no longer manufactured or is no longer manufactured in the same version, the Warrantor is entitled to replace it with a similar product but its parameters cannot be worse. If the repair or replacement of the device with a new one incurs disproportionately high costs for the Warrantor or is impossible, the customer will receive a full refund after they have returned the device to the Warrantor.
- 12. Statutory warranty** - The warranty does not exclude, limit or suspend customer rights resulting from the provisions of the statutory warranty for defects in the item sold.
- 13. Reference** - In the matters not covered by these Terms and conditions of warranty, the general provisions of the Polish law, including in particular the Civil Code, shall apply.
- 14. Personal data** - In the event of a warranty claim, the Administrator of your personal data is TECH STEROWNIKI II Sp. z o.o. based in Wieprz.
 - a)** Your personal data will be processed by the Administrator in accordance with generally applicable regulations, including the Regulation of the European Parliament and of the Council (EU) 2016/679 of 27 April 2016 - the so-called general data protection regulation (GDPR), for the period of conducting activities aimed at achieving the goals in relation to which the data was collected;
 - b)** Your personal data will be processed in order to perform the warranty agreement pursuant to art. 6 sec. 1 b) GDPR and for the purpose of keeping product statistics based on the legitimate interest of the Administrator pursuant to art. 6 sec. 1 f) GDPR;
 - c)** Providing personal data is voluntary, but it may be necessary for the performance of the warranty agreement. Failure to provide personal data may prevent the Administrator from performing the agreement;
 - d)** Your personal data may be made available to third parties only if it is permitted by law - to other administrators or data processing entities.
 - e)** The Administrator may transfer personal data to third countries (outside the EEA). In this case, the data will be secured in the manner required by generally applicable provisions, in particular through the use of the so-called Standard Contractual Clauses (SCC).
 - f)** Your personal data will not constitute the basis for automated decision-making, including profiling.
 - g)** You have the right to request the Administrator to enable you to access your personal data, rectify it, delete it or limit its processing, as well as transfer the data;
 - h)** Moreover, you have the right to object to further data processing;
 - i)** If the processing violates the law, the data subject has the right to lodge a complaint with the supervisory authority - the President of the Personal Data Protection Office (PUODO).
- 15. Contact** - Any questions regarding the processing of complaints should be sent to the e-mail address: serwis@techsterowniki.pl or by calling +48 33 875-93-80.