



WARRANTY TERMS AND CONDITIONS

for SALUS products

1. Subject of the Guarantee:

1.1. All products offered by SALUS Controls have a warranty of the exclusive distributor/importer, QL CONTROLS Sp. z o.o. Sp. k. based at Rolna 4 Street, 43-262 Kobielice, POLAND (hereinafter referred to as the 'Guarantor') ensures the high quality goods, free from defects, and provide the guarantee for:

Model	Product name	Warranty period
UGE600	Universal gateway	5 YEARS
VS10WRF	Extra thin thermostat with a clear display and elegant design	5 YEARS
VS10BRF	Extra thin thermostat with a clear display and elegant design	5 YEARS
VS20WRF	Digital thermostat with a clear display and elegant design	5 YEARS
VS20BRF	Digital thermostat with a clear display and elegant design	5 YEARS
VSTC	Tamper-proof housing for VS20WRF/VS20BRF thermostat	-
HTRP-RF(50)	Digital thermostat with a minimalistic design	5 YEARS
HTRS-RF(30)	Digital thermostat with a minimalistic design	5 YEARS
HTR-RF(20)	Electronic thermostat for those who appreciate the classic style of the panel	5 YEARS
TS600	Temperature sensor	5 YEARS
KL08RF	Wiring centre, for 8 zones	5 YEARS
KL08RF 24V	Wiring centre, for 8 zones	5 YEARS
KL04RF	Wiring centre extension for KL08RF	5 YEARS
08RFA	External antenna for enhancing the communication signal of the wiring centre	5 YEARS
TRV10RFM	Smart thermostatic radiator valve	5 YEARS
TRV28RFM	Smart thermostatic radiator valve	5 YEARS
TRV10RAM	Smart thermostatic radiator valve	5 YEARS
TP10	Tamper-proof cover for TRV head	-
TP28-30	Tamper-proof cover for TRV head	-
RX10RF	Heat source control module	5 YEARS

SPE600	Smart Plug	5 YEARS
SR600	Smart Relay	5 YEARS
SW600	Window/door sensors (slim)	5 YEARS
OS600	Opening sensor in standard	5 YEARS
CSB600	Single button-activator for OneTouch rules	5 YEARS
SB600	Double button-activator for OneTouch rules	5 YEARS
PS600	Wireless temperature sensor	5 YEARS
WLS600	Bezvadu temperatūras sensors	5 YEARS
SD600	Smoke detector	5 YEARS
RS600	Roller shutter	5 YEARS
RE600	ZigBee network repeater	5 YEARS
RE10RF	ZigBee network repeater	5 YEARS
CO10RF	ZigBee network coordinator	5 YEARS
SRS600	An elegant housing for mounting SR600 on the wall or ceiling	5 YEARS
SQ610	Quantum thermostat 230V	5 YEARS
SQ610RF	Quantum thermostat	5 YEARS
FC600	Fan Coil thermostat	5 YEARS
FC600-M 0-10V	The module is designed for fans with an EC motor	2 YEARS
VS30W	Extra thin thermostat with a clear display and elegant design	2 YEARS
VS30B	Extra thin thermostat with a clear display and elegant design	5 YEARS
VS35W	Extra thin thermostat with a clear display and elegant design	5 YEARS
VS35B	Extra thin thermostat with a clear display and elegant design	5 YEARS
KL08NSB	Wiring centre, for 8 zones	5 YEARS
KL08NSB24V	Wired control centre, for 8 zones	5 YEARS
KL04NSB	Wiring centre extension for KL08NSB	5 YEARS
HTRP230(50)	Digital thermostat with a minimalist design	5 YEARS
HTRP24(50)	Digital thermostat with a minimalist design	5 YEARS
HTRS230(30)	Digital thermostat with a minimalist design	5 YEARS
HTR230(20)	Electronic thermostat in a classic design	5 YEARS
HTR24(20)	Electronic thermostat in a classic design	5 YEARS
BTRP230(50)	Digital thermostat dedicated for mounting in a 55x55 cm frame	5 YEARS
BTR230(20)	Electronic thermostat in a classic design, dedicated for mounting in a 55x55 cm frame	5 YEARS
ERT20230V	Electronic thermostat	2 YEARS
ERT2024V	Electronic thermostat	2 YEARS

RT10230V	Electronic thermostat	2 YEARS
RT1024V	Electronic thermostat	2 YEARS
KL06-M	Wiring centre, for 6 zones	2 YEARS
KL0624V	Wiring centre, for 6 zones	2 YEARS
KL06 + PL06	Wiring centre, for 6 zones with PL06 module	2 YEARS
PL07	Boiler and pump control module for KL06 wiring centre	2 YEARS
PL06	Boiler or pump control module for KL06 wiring centre	2 YEARS
THB23030	Autobalancing actuator	5 YEARS
THB2430	Autobalancing actuator	5 YEARS
T30NC 230V	Thermoelectric actuators for controlling operation of particular heating circuits	5 YEARS
T30NC 24V	Thermoelectric actuators for controlling operation of particular heating circuits	5 YEARS
T28NC	Thermoelectric actuators for controlling operation of particular heating circuits	5 YEARS
T30NO 230V	Thermoelectric actuators for controlling operation of particular heating circuits	5 YEARS
T30NO 24V	Thermoelectric actuators for controlling operation of particular heating circuits	5 YEARS
WQ610	Flush mounted OpenTherm temperature thermostat, 230V	5 YEARS
WQ610RF	OpenTherm surface-mounted, battery-powered temperature thermostat	5 YEARS
RT520	Thermostat with OpenTherm (Boiler Plus) communication	5 YEARS
RT520RF	Thermostat with OpenTherm (Boiler Plus) communication	5 YEARS
iT500	Internet thermostat	4 YEARS
xT500	Internet thermostat	4 YEARS
iT300	Temperature sensor for the iT500 thermostat	4 YEARS
RT310i	Internet thermostat	5 YEARS
RT310iSPE	Internet thermostat	5 YEARS
RT310iSR	Internet thermostat	5 YEARS
RT310	Electronic room thermostat - daily	5 YEARS
RT310RF	Electronic room thermostat - daily	5 YEARS
RT310TX	Electronic room thermostat	5 YEARS
RT310SPE	Electronic room thermostat - daily	5 YEARS
RT310SR	Electronic room thermostat - daily	5 YEARS
RT510	Electronic thermostat - programmable	5 YEARS
RT510RF	Electronic thermostat - programmable	5 YEARS
RT510TX	Electronic room thermostat	5 YEARS
RT510SPE	Electronic thermostat - programmable	5 YEARS
RT510SR	Electronic thermostat - programmable	5 YEARS

iTG310	Internet gateway	5 YEARS
SPE868	Smart Plug	5 YEARS
SR868	Additional receiver	5 YEARS
RXRT510	Additional receiver	5 YEARS
RXRT505	Additional receiver	4 YEARS
091FLv2	Electronic thermostat	5 YEARS
091FLRFv2	Electronic thermostat	5 YEARS
T105	Electronic thermostat	2 YEARS
T105RF	Electronic thermostat	2 YEARS
ERT20RF	Electronic thermostat	2 YEARS
RT100	Mechanical thermostat	2 YEARS
RT200	Electronic room thermostat	2 YEARS
EP110	Single channel programmer	2 YEARS
EP210	Double channel programmer	2 YEARS
EP310	Triple channel programmer	2 YEARS
MULTI-MIX	Weather controller of integrated heating systems	2 YEARS
MULTI-MIX MODULE B	Extension module	2 YEARS
MULTI-MIX MODULE C	Extension module	2 YEARS
WT100	Weather thermostat	2 YEARS
PCSOL 201	Solar circuits controller	2 YEARS
AT10	Pipe / Cylinder thermostat	2 YEARS
AT10F	Pipe / Cylinder thermostat	2 YEARS
PC11	Pump controller for CH system	2 YEARS
PC11W	Pump controller for CH or DHW system	2 YEARS
PC11HW	Pump controller for CH and DHW system	2 YEARS
PC12HW	Pump controller for CH and DHW system	2 YEARS
PMV21	Two-way valve, shut-off (zone)	2 YEARS
PMV24	Two-way valve, shut-off (zone)	2 YEARS
PMV31	Three-way valve, diverter (zone)	2 YEARS
PMV34	Three-way valve, diverter (zone)	2 YEARS
MD22A	MAG-Defender. Full flow magnetic filter	5 YEARS
MD34AWO	MAG-Defender. Full flow magnetic filter	5 YEARS
LX1	Inhibitor	-
LX2	Sludge remover	-

LX3	Cleaner	-
RM-16A	16 A relay module	2 YEARS
FS300	Temperature sensor	-
CT10-X 3M	Heating circuit temperature sensor	-
CT6-PT1000	Container temperature sensor	-
CT6W-PT1000	Collector temperature sensor	-
RR868	Mains switch	5 YEARS
KL10RF	Wiring centre, for 8 zones + DWH	5 YEARS
VS10W	Digital thermostat (ComBus)	5 YEARS
VS10B	Digital thermostat (ComBus)	5 YEARS
VS05	Electronic thermostat (ComBus)	5 YEARS
KL10	Wiring centre (ComBus) + DWH	5 YEARS
ERT50VF	Digital thermostat	4 YEARS
091FL	Electronic thermostat	4 YEARS
091FLRF	Electronic thermostat	4 YEARS
TH3	Electronic thermostat	2 YEARS
RT500	Electronic thermostat	2 YEARS
RT500RF	Electronic thermostat	2 YEARS
PCSOL150	Solar circuits controller	2 YEARS
PCSOL200 BASIC	Solar circuits controller	2 YEARS
PCSOL200 CLASSIC	Solar circuits controller	2 YEARS

1.2. QL Controls provides a warranty for products supplied in accordance with the table above, but no longer than the period shown in the table above plus 12 months from the date of sale of the product from QL Controls to the Distributor.

2. Conditions which Warranty contains.

2.1. Warranty and post-warranty service will be carried out by the Distributor's service staff. Under the warranty services the Distributor is obliged to check any complaints of the Clients. This warranty covers hidden manufacturing defects, revealed during the warranty period.

2.2. This warranty will not apply if any defect or damage is a result of:

- incorrect installation that is not in compliance with the manual;
- usage and maintenance, which is not in accordance with product instruction and against its destination;
- inadequate servicing (application of chemicals, caustic or abrasive substances for case, display and buttons maintenance);
- unauthorized service interference (repair, alteration or modification carried out without the written permission of the Guarantor);
- improper handling, storage, an improper services (including not using of recommended maintenance) or random events such as: a fire, a gas leak, flooding, a breakdown of electricity, lighting and power line surges; or if damage occurs:
- during delivery;
- as a consequence of natural product use.

2.3. Guarantee rights are entitled only to the Client, who is able to submit the proof of purchase. Otherwise the claim shall be null and void.

2.4. This guarantee shall not exclude, limit or suspend the Customer rights when the provided product is inconsistent with the purchase agreement.

3. Registration of complaints.

3.1. To start a warranty service the complaint has to be notified and approved at location where the purchased has taken place, using a complaint protocol available to download on SALUS website: www.salus-controls.eu, in a Tab named 'Download' or 'Technical support'.

3.2. The contesting complaint must be made within 2 working days after the defect was detected.

The Purchaser is obligated to specify whether the claims is on the ground of warranty or on any other grounds. Otherwise it will be deemed that the claim is made on the basis of commercial guarantee.

3.3. The Guarantor commits to investigate the claim within 14 working days from the date of receiving the faulted goods. In case of need for technical clarifications of the product to determine the cause of the defect, this term may be prolonged. In this situation a replacement product will be hire for Distributor/Claimant by Guarantor, as to allow its to be used. Hiring products shall not considered or interpreted as acceptance of the claim.

3.4. Guarantor reserves itself the right to choose the manner of eliminating the defect (fault) of the goods.

3.5. Where the product's fault, which is the subject of the complaint, is removable (based on Guarantor assessment), whole warranty repairs shall be implemented under the Warranty service. If the nature of the defect does not require repair under the factory conditions, the Guarantor or his authorized representative may make warranty repairs in the Applicant's premises where defective products are located. In such case the Applicant is obliged to make an effort in the interaction and enable the repair of the products. If the nature of the defect requires its removal under the factory conditions, the Applicant, at the request of the Guarantor, is obliged to deliver to the Guarantor or his representative the product or its components by himself or at the expense of the Guarantor, using a courier according to the guidelines contained in the service protocol available at www.salus-controls.eu.

3.6. Guarantor shall not be required to provide replacement product to the Distributor/Claimant during warranty service, with the exception laid down in point 3.3. Refusal to give the product for guarantor (or its parts) for repair under factory conditions or if applicant prevent repair at his premises will mean that the Guarantor has been discharged from the warranty obligations and that the applicant has renounced any warranty claims against the Guarantor.

3.7. In case where:

- the defect is irremovable or
- the removal is not justified by economical reasons or
- can lead to decreased quality of the product, the execution of warranty obligation will be accomplish by replacement with a new product free of faults or a product of the same type, or by the issuing the certain amount to the Claimant. The amount shall correspond to price of product's acquisition. The Claimant is obligated to return faulty product to the Guarantor. At the time when product is issued to the Guarantor, then Distributor/Claimant will transfer an ownership of product to the Guarantor.

3.8. If a complaint is found as justified, warranty repair, replacing the product free of faults, or return of purchase price of the product shall take place within 30 days of the date of Guarantor's decision. In exceptional cases, where the deadline specified above will be impossible to meet, for the reason beyond Guarantor's control, the execution of a warranty obligations may be prolonged to a period necessary for fulling the duties. In situation from above, the Complainant will be informed in writing / via e-mail.

3.9. After warranty repair, the duration of the contract shall continue to run, but it shall be extended by the time of product repair.

4. The principles of proper maintaining and cleaning services of product's Surface.

4.1. No brushers, wipers, or others which may scratch the product's surface may be used for cleaning or maintenance services. The user is not allowed to use active chlorine cleaning agents, abrasive and aggressive substances (contains corrosive acids, chlorine, solvents or bleaching agents).

4.2. Clean the outside of the housing, buttons or display with a soft cloth lightly moistened (not wet!). It is allowed to clean glass surfaces with mild, PH-neutral and colorless cleaning agents. Do not spray any liquid solution directly onto the product. When the surface has dried it should be polished with a delicate cloth.

4.3. This information is available at the company's internet site www.salus-controls.eu.