

Manufacturer warranty* of AKOTEC Produktionsgesellschaft mbH

Dear customer,

We owe for your trust what you have brought to us with the acquisition of a high-quality full-vacuum tube collector.

Our products made in Germany are leading in quality and performance. With this reliability we grant 20 years of warranty and answer for the fact, which this high-quality product is freely from manufacturing faults.

The warranty applies to the flawless function of the WEISER POWER and WEISER PROTECT solar collectors (tightness of the collectors), vacuum tightness of the tubes, like AKOTEC offered those or in accordance with the time of delivery has defined as a standard.

The following conditions are valid for the protection of the warranty claims:

1. Registration of the purchase from AKOTEC collectors above the portal www.akotec.eu/warranty within 2 months after the acquisition. Valid is here the invoice date of the salesman.
2. The products must have been installed using the installation guidelines of AKOTEC, the tube collectors must have been installed in a workmanlike manner according to the accepted installation practices. Particularly stagnancy has to exclude and permanent heat consumption has to be guaranteed (Is not valid for heat pipe tubes with own safety shutdown function with 100°C).
3. The warranty claim disappears if another heat transfer liquid is used than the supplied liquid or a liquid permitted by AKOTEC. Only water with water quality per VDI 2035 is allowed to use.
4. If the solar collector at the time of the error message should not be produced any more, we are entitled by an exchange, making available a similar product. Provided warranty items cause in no case to a lengthening of the warranty time.

5. Notification of claim must always be made in writing by the customer under specification of date of purchase, salesman, serial number of the collector or serial number of the complained tubes and the information of the complaint reasons.

6. The warranty claim disappears with damages whose cause lies in faulty handling of AKOTEC collectors, in incorrect system configuration by the system provider and/or the installer or in incorrect implementation with the assembly.

The warranty claim disappears also with lacking protection against frost, in case of damage through operation of the system in the stagnancy and through further operation of the system after appeared disturbances. Glass breakage is in any case excluded from the warranty (included damage from storm, hail or other external influences).

7. The warranty does not cover parts due to normal wear in regular operation.

8. The warranty does not cover parts which are requested by AKOTEC but not received AKOTEC.

9. The warranty claim disappears with damages caused by third parties, external effect of violence or intentional misuse.

10. Parts, which by the causes which are to be answered of AKOTEC, as can be proved before danger crossing uselessly or in the usefulness considerable are limited, are substituted by AKOTEC free of charge or repaired.

11. The warranty applies only on repair and replacement of the complained parts. It excludes freight charges, costs of dismantling and installation which are required for replacement or repair. A liability for direct and indirect damages does not exist.

12. Secondary damages and further claims, in particular a right on change, decrease or compensation, are excluded.

13. The warranty disappears if our commissioned Solar-expert doesn't have the possibility to analyze the causes of the objections during the operation of the system. They also disappear if in that system improper changes or repair without our approval were carried out.

14. All other rights which the customer has against us, immediately from which legal argument, are limited to the value of the continuance of the delivery.

Angermünde, January 2020

* applies to collectors manufactured by AKOTEC