

**AUTOMATIC BIOMASS BOILERS SMART 60–100–150–500 kW
& OTHER SMART EQUIPMENT**

To Apply for a Warranty Claim - Please Fill in the Important Information and please Submit to us all the Relevant Documentation:

Type and Serial Number of the Smart Boiler or Smart Equipment/Goods:	
Date of Installation and putting into operation:	
Name of the company that installed the equipment + Name of the Technician:	
Type of the fault and detailed description of its effects, possibly enclose some photos:	
Description of the issue that caused the fault, if it is obvious or known:	
Copy of a Record on Servicing and Checks of the equipment:	PLEASE SCAN IT AND ENCLOSE IT WITH YOUR CLAIM

Settlement of a Warranty Claim:

- The buyer shall send the faulty part at their own expense to the manufacturer's address, unless both parties agree not to send the part.
- The faulty part shall be properly packed and marked, to prevent its further damage during the transport.
- In case the Warranty Claim is entitled, the manufacturer will send a new part at their own costs.
- In case that it is necessary, the manufacturer or supplier sends, upon a prior agreement, his expert to remedy the fault.

The claiming party shall pay full costs connected with the trip if it turns out the fault could not be remedied by the claiming party due to its non-professionalism or that it neglected its liabilities or breached some Warranty provisions.

- In case the Warranty Claim is not entitled, the buyer has no right of free delivery of a spare part or free repair.
- The buyer shall pay the costs connected with replacement of a faulty part within the Warranty Period.
- Repairs or any Servicing after the Warranty Period are always made for payment.

Address for settlement of Warranty Claims:**Smart Heating Technology s.r.o**

Dukelská 110

742 42 Šenov u Nového Jičína

Czech Republic

service@smartheating.cz or **info@smartheating.cz**

The Warranty becomes void if any of the following occurs:

- The Warranty period has terminated.
- Unprofessional installation or installation carried out by any unauthorised person.
- Unprofessional use, operation, manipulation or neglected maintenance.
- Damaged protective seals or labels, if provided on some parts of the equipment.
- Non-observance of instructions specified by the manufacturer or supplier of the equipment.
- Connection to incorrect power supply voltage system or to a system with unstable parameters.
- Use of parts and components that were not delivered or approved by the manufacturer.
- The warranty becomes void in case of goods that were damaged by natural effects (force majeure).

Any Warranty Claim concerning a defective part, requirement for delivery of a new or replacement defective part, or require setting of the equipment to operating parameters as specified in the technical documentation can be deemed as entitled under the following conditions:

- All payments concerning the claimed boiler/equipment are settled within due dates.
- The boiler/equipment is stored or operated under conditions specified by its manufacturer (climatic effects, power supply voltage, fuel, regular maintenance, stack body and exhaust of combustion products, quality and functionality of the heating circuit, quality of heating water).
- The boiler/equipment was put into operation by the person/company authorised by the manufacturer of the equipment.
- The person that put the Smart Boiler/Equipment into Operation sent the correct documentation with Operating parameters of the Smart Boiler/Equipment (Smart Commissioning Form) to the Manufacturer's address immediately after the Smart Boiler/Equipment was put into operation.
- The fuel used is fully in conformity with parameters of the fuel for which the product has been certified.
- Maintenance and Servicing are carried out regularly and responsibly, in conformity with the instructions manual and regular records about this are kept.
- The boiler/equipment was put into operation by the person/company authorised by the manufacturer of the equipment - and after 1st Year of Boiler/Equipment Operation, manufacturer or person/company authorized by the manufacturer performed Full-Scale Yearly Service Visit!
- Copies of such records are sent to the manufacturer every three months.
- Upon request, the operator shall enable controls of the boiler/equipment by manufacturer's workers, refusal of such control may be deemed as the reason to void the Warranty or termination of Warranty Conditions.
- The person that ordered the boiler/equipment with the manufacturer upon its contractual and commercial conditions and to which the boiler/equipment and accessories were delivered may only Claim any defect.

Vávra Josef Jr.
CEO
Smart Heating Technology s.r.o.