

GUARANTEE CARD CICHEWICZ
SERVICE LOG FOR HEATING BOILER

General guarantee terms:

It is certified that the boiler has been inspected and tested for leakproofness under the pressure of 0.2 MPa by the producer and deemed suitable for operation.

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Provided the terms of transport, assembly, operation and maintenance of the boiler, contained in the service manual are observed, the producer grants to the purchaser a guarantee for failure-free operation of the device according to the specification below:

- solid-fuel boilers for 36 months from the date of purchase, however no longer than 48 months from the production date,
- boilers fired with biomass, i.e. pellets, chips, sawdust for 24 months from the date of purchase, however no longer than 36 months from the production date,
- solid-fuel boilers, with heating power of 70-500 kW, for 24 months from the date of purchase, however no longer than 36 months following the production date,
- chimney with water jacket for 24 months from the date of purchase, however no longer than 36 months from the production date.

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The liability of the producer under this guarantee is limited to defects arising from causes inherent in the product – i.e. physical defects in the device. Any malfunctions or failures in the boiler's operation resulting from inappropriate quality of the fuel used, or from assembly, choice of device or chimney non-compliant with service manual and applicable standards, or inappropriate chimney draught shall not be covered by this guarantee.

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The following boiler's components: varnish coat, cast iron elements and movable elements shall be covered with a 12-month producer's guarantee. The guarantee does not cover operating components such as sealant, gaskets, and chamotte bricks. Boilers' automatics and electrical fittings shall be covered with a 24-month guarantee.

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Electric connection to the boiler executed by a person without appropriate certification; unauthorised modification in the boiler's construction, failure to conduct annual maintenance, lack of compulsory inspections or annotations on collection by service staff, or failure to settle the amounts due for the boiler's repairs attributable to the customer's fault shall void the guarantee. **Damage to the control system arising from overvoltage of the electrical system shall not be subject to guarantee.**

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Rights under guarantee shall be exercised exclusively upon the seller's sending to the producer of a correctly filled in boiler's operation malfunction card and a copy of the device card. Should the device card be lost, the user shall be responsible for reproducing the card and filling it with appropriate contents.

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In the event of 3 ineffective repairs of the same defect of the device performed by an authorised service, the user shall be entitled to have the device replaced. Repairs and inspections shall be documented in the device's service manual.

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The 12-year guarantee for the device's correct operation is a special provision which shall not affect the user's rights under general guarantee terms.

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Solid-fuel boilers require the provision of a three or four-way valve accompanied by a mixing valve with return water protection to protect the boiler against condensation.

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Futura boilers shall be inspected by an authorised producer's service within 14 days following assembly. The inspection shall be payable and shall include the device start-up, checking correctness of assembly, chimney, ventilation and fuel inspection. **If the service staff do not approve the assembly of the boiler following the inspection, only a 12-month guarantee for the device shall be provided.** Pellet and Futura Piro boilers shall be subject to compulsory inspection after every heating season. In the case of Futura Piro, Futura Picus, and wood gasification boilers, the assembly of a draught controller with an explosion door is mandatory.