WARRANTY OF CONDITIONS OF IDM ENERGIESYSTEME GMBH

1. General information

iDM Energiesysteme GmbH, company register no. (FN) 44919h, Seblas 16-18, 9971 Matrei in Osttirol, (hereinafter referred to as "**IDM**") provides a warranty to its customers on the products listed in this price list exclusively on the basis of these warranty conditions

2. Warranty period

2.1 IDM grants a warranty for a period of three years from the date of commissioning of the product (hereinafter referred to as "warranty period") in accordance with the scope of the warranty specified under point 3.
2.2 The following products are subject to the deviating warranty period stated in each case: Drinking water storage tanks for AQA and iPump: 5 years; heat pump compressors: 6 years; Hygienik storage tanks: 20 years, in each case from commissioning of the product.

3. Scope of warranty

3.1 The warranty extends to the proper and professional material quality and workmanship corresponding to the respective purpose and the perfect functioning of the products at the time of delivery. The warranty does not cover changes in design and/or workmanship that do not unreasonably impair the functionality or value of the product for the customer.
3.2 In the event of a warranty claim, IDM shall also cover the spare parts required to rectify the warranty claim, reasonable replacement costs and travelling expenses for a period of three years from the date of commissioning.
3.4 For those products for which a different warranty period has been specified (point 2.2.), IDM shall only provide the required spare parts for the warranty period specified therein. Leaking screw connections or wearing parts magnesium protective anodes, filter inserts, seals, fuses, accumulators and batteries etc are not covered by the warranty.
3.5 Furthermore, the warranty relates exclusively to the rectification of the warranty claim itself, but under no circumstances to any (consequential) damage of any kind whatsoever that may have occurred or may occur as a result of the warranty claim.
3.6 Furthermore, IDM shall not assume any additional costs, such as for fault detection or similar, but only the reasonable costs required for the rectification of the warranty claim in accordance with point 3.
3.7 Device or system inspections are part of IDM's maintenance programme and are excluded from the warranty.
3.8 In any case, the warranty does not cover frost and corrosion damage to systems without a safety heat exchanger set or any damage caused by improper use or force majeure, or damage or malfunctions caused by the integration of the products into systems or by use with incompatible components. The warranty is void if the products are used, operated or stored improperly or if IDM's installation, operating or maintenance instructions are disregarded.

4. Warranty conditions

4.1 The customer must inform IDM in writing of any warranty claim within the warranty period specified under point 2.
4.2 The warranty is only valid if the product has been properly and professionally installed by a commercially licensed specialist company, considering IDM's installation instructions, all legal regulations and relevant standards, has been commissioned by an authorised IDM customer service (feedback to IDM with a commissioning report signed by the customer), and the prescribed maintenance has been carried out on time and in full.
4.3 Any third-party intervention with the product voids any warranty claim against IDM.
4.4 Otherwise, warranty entitlement only applies if regular maintenance work and leak and functional checks of the refrigeration cycles, register and plate exchanger cleaning and checks of the protective anode (at intervals depending on the water quality, but at least every two years) are carried out by the authorised IDM customer service. In the case of heat pumps, maintenance is mandatory after the first year from commissioning and every two years thereafter. Commissioning must take place no later than one year after delivery.
4.5 Regarding the extended material warranty period for drinking water storage tanks with AQA and iPump, the protective anode must be checked by IDM-trained personnel every 2 years.

5. General provisions

5.1 The warranty period is not extended or restarted by the rectification of the warranty claim.
5.2 The warranty claim may only be remedied in accordance with the procedure specified by IDM and only by those persons authorised by IDM to do so. Any claims for reimbursement of costs on the part of the customer due to an independently commissioned rectification of the warranty claim are excluded.
5.3 Any warranty claims remain unaffected by the warranty. The warranty period shall not be extended due to the rectification of the warranty claim carried out by IDM, nor shall there be any (further) warranty for the spare parts installed by IDM.
5.4 IDM shall also not be liable for any damage of any kind whatsoever that occurs as a result of the rectification of the warranty claim.
5.5 Customers have the option of extending the warranty on the heat pump compressor by paying a one-off lump sum of EUR 150.00 incl. VAT, subject to written confirmation from IDM. This extends the warranty by a further 4 years and thus to a total of 10 years from commissioning. The maintenance services in accordance with point 4. of the warranty on the heat pump compressor must be carried out in full.

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