

## OPERATION AND GUARANTEE CONDITIONS of LICON HEAT s.r.o.

**Validity:** from 1<sup>st</sup> August 2018

### Operation and Maintenance Conditions of LICON Company Products:

1. These Operation and Maintenance Conditions are intended for all people that participate in the installation or commissioning of convectors of the LICON HEAT s.r.o. (hereinafter LICON) Company, all other professional that get in contact with the convectors as well as the end users or operators using these products.
2. LICON convectors are made on the basis of the current state of the art and all generally accepted safety rules. If the equipment is not installed in a professional way and put in operation in accordance with LICON installation instructions or used for the specified purpose, health of people may be endangered or damage of the equipment or other material damage may occur.
3. LICON convectors are exclusively designed for interior use (e.g. residential and commercial premises, etc.). Using it in a wet environment, as e.g. at a swimming pool, is only possible if the manufacturer expressly declares such a possibility with a particular convector type and version. Convectors cannot be used outside buildings.
4. Any other use than defined in paragraph 3 is considered as use contradictory to the particular purpose. It is exclusively the equipment user that is liable for possible resulting damage.
5. For the installation of LICON convectors expert knowledge from the field of heating, cooling or ventilation is necessary depending on the convector type. In the case of the electric equipment of the convector the equipment must be properly assembled, connected, installed and operated in accordance with the installation instructions. Electric parts may only be installed by a person with the required electrician's qualifications in accordance with the valid relevant regulations. The connection must comply with the requirements of valid standards. LICON is not liable for damage caused by inexpert installation in any case.
6. Storage conditions of LICON products:
  - LICON products must be stored in a dry environment with max. 50% air humidity.
  - LICON products must be stored in a temperature range of 10-30°C.
7. General operation conditions:
  - The conditions of handling and storage of convectors before their entire installation must be adapted to the purpose of using the convectors in interiors.
  - In the course of the installation, construction work and subsequent use convectors must be protected from damage and external or internal soiling by construction materials, dust, paint etc.
  - Convectors must not be operated in an aggressive atmospheric environment (chlorine, corrosive substances, chemicals, ammonia etc.) or be cleaned by such substances.
  - Convectors are designed for hot-water heating systems with the maximum operation pressure of 1.2 MPa and the operation temperatures in the range of 5°C - 110°C.
  - Convectors use the convection principle and for their proper operation the inlet and outlet openings of circulating air must remain uncovered.
  - With the exception of convectors specifically designed for wet environments you must avoid prolonged exposure to humid air or direct contact of convector parts with wet objects.

**8. Operation conditions of wooden grilles:**

- The max. point load of wooden covering grilles you can find in the graph in the catalogue.
- Wooden covering grilles must be protected from the effects of wet environments or water.
- Wooden covering grilles must be used in a dry environment with max. 30% air humidity.
- If the air humidity in the completed building is 60% and higher, wooden grilles must not be installed.

**9. Operating Condition for Stainless Steel Products:**

- Stainless steel is only resistant to a certain concentration of chlorine. Corrosion can occur at concentrations of 2 mg/l and it also depends on how long the stainless steel material is exposed to the increased concentration of chlorine. We recommend a maximum concentration of free chlorine of 1 mg/l.
- The water's proper pH must be in the range from 7.2-7.6. Any change, particularly a decrease in the pH, causes the water to be aggressive and results in the corrosion of stainless steel materials.
- Dissolved salt deposited on the surface of stainless steel prevents oxygen from reaching this surface and also prevents the creation of a passive layer and its regeneration. The electrolysis of kitchen salt (NaCl) causes irreversible damage to all the stainless steel materials in the pool.
- Stainless steel products must be regularly cleaned with clear water.
- If signs of calcium deposits or oxidation are evident on the surface of the stainless steel product the surface must be cleaned with a stainless steel cleaners, washed with warm water, dried and preserved with an agent for the treatment of metals (e.g. Silichrom).
- If the floors are cleaned chemically, the concentrated chemicals must not get into contact with the stainless steel product.
- Protect the stainless steel products against salt, dust and impurities.

**10. To ensure proper functionality and performance of LICON convectors, you must carry out regular maintenance. Maintenance of LICON products must be performed in accordance with the installation conditions and these operation and maintenance conditions.**

**11. The general maintenance conditions are as follows:**

- The heat exchanger as well as the fan, if installed, must be regularly checked and kept clean. If these parts get dirty, they must be cleaned in a suitable way (e.g. careful using a vacuum cleaner with).
- Convectors equipped by condensate drain the condensate drainage must be tested and checked at least once a year for a proper function.
- Convectors supplied by the LICON Company, incl. valves, the valves must be visually checked once a year for leaks.
- LICON products are subject to regular inspections in accordance with the valid relevant regulations.

**12. The LICON Company reserves the right to change the content of the operation and maintenance conditions without prior notice.**

### **GUARANTEE CONDITIONS of LICON Company Products**

**1. The LICON HEAT s. r. o (hereinafter LICON only) Company provides the following guarantee periods if the conditions mentioned below are observed by the buyers:**

- 2 years from the date of sale; however 3 years from the production data at the most
- 10 years for heat exchanger leak tightness from the production data at the most

The guarantee period starts to run on the time of supply mentioned in the LICON invoice on the basis of which the product was delivered to a contractual customer or directly to the end users, or the production date indicated on the product barcode. A repair or replacement does not have any influence on the specified guarantee periods.

2. LICON reserves the right to concern itself with complaints made only on the part of its contractual partners.
3. The guarantee only refers to the equipment and spare parts. The LICON Company reserves the right to opt for a repair or replacement of the faulty equipment or spare part with equivalent products or spare parts.
4. During the installation and use of the product the buyer is obliged to observe the rules mentioned in the attached installation manual and generally accepted rules. The guarantee is only valid if the equipment is properly assembled, connected, installed and operated in accordance to the operation and maintenance conditions of LICON products. Electric parts may only be installed by a person with the required electrician's qualifications in accordance with the valid regulations. The connection must comply with valid standards.
5. The buyer must check the condition of the product when accepting it from the seller. In case that the buyer finds the goods damaged or incomplete, he is obliged to inform company LICON within 3 days from the date of the goods acceptance.
6. The seller is liable for defects that the goods exhibit on acceptance and for defects that are subject to the guarantee and that occur in the guarantee period. The seller is not liable for defects for which a discount was granted and that the buyer was notified of during the sale in advance.
7. If the buyer is receiving the goods from the transport company, the buyer is obliged to check the condition of the delivered goods. In case of any obvious damage to the goods or its packaging the note must be made into the transport documents. Without this note in the transport documents it is not possible to apply the complaint to the transport company.
8. The complaints procedure shall begin only after submission of all required data to the web application at: <https://www.liconheat.com/reklamace.html>

Complaint documentation may also be delivered electronically by e-mail ([complaint@licon.cz](mailto:complaint@licon.cz)).

Required documents:

All fields in the complaint form completed, including description of the defect at:

<https://www.liconheat.com/reklamace.html>

To start of the complaint solving process the LICON Company has the right to request sending of the claimed goods. After the request the goods must be sent properly marked and packed so that it should not get damaged by unsuitable handling or transport. The goods are sent to the address of the company's plant:

LICON HEAT s.r.o.  
Průmyslová zóna Sever  
Svárovská 699  
460 11 Liberec 11

9. If due to a defect another thing than the faulty goods gets damaged, the LICON Company must be notified of this fact without delay, however, within five working days from the day the defect was established at the latest.

The complaints procedure shall begin only after submission of all required data to the web application at:  
<https://www.liconheat.com/reklamace.html>

Complaint documentation may also be delivered electronically by e-mail ([complaint@licon.cz](mailto:complaint@licon.cz)).

Required documents:

All fields in the complaint form completed, including description of the defect at:  
<https://www.liconheat.com/reklamace.html>

In particular:

- invoice or delivery note number under which it was delivered to the contractual customer
- photo-documentation
- copy of invoice or qualified estimation of the cost of damage caused
- number of insurance claim and insurance company contact details if the damage was reported to an insurance company by the claimant.

**10.** The LICON Company reserves the right to reject a claim if:

- The claimed goods were delivered to the seat of the company without the required documents specified in par. 8;
- Damage or incompleteness of the delivery was reported after more than three working days after the acceptance of the delivery;
- The claimed products were operated or maintained in contradiction to the operation and maintenance conditions of the LICON Company products;
- Due to the unwarranted interference;
- These are defects were caused by transport, improper storage in a wet or aggressive environment, rough handling, intentional damage or if the defect was caused by a natural disaster;
- The product was operated in an aggressive atmospheric environment (chlorine, corrosive substances ammonia, chemicals etc.) or the product was cleaned with such substances;
- the claimed goods were heated by means of industrial water,, steam or water saturated by excessive quantities of oxygen, if the goods were regularly drained. The quality of the system water has to be in accordance with the VDI 2035-1 and -2;
- the damage was caused due to formation of lime deposits;
- The defect was caused by incorrect installation, poor electric connection, wrong setting of the pressures in the heating system, freezing of the heat-carrying media, or in another way that is not directly related to the LICON product itself;
- A claimed surface defect is on products that are installed already;
- An unsuitable device was installed on the claimed product;
- The goods is incorporated into the building in a way that means it cannot be accessed normally.
- There are other defects that may have been caused due to a damage or soiling of the product in the course of construction work (damage of fans, the electronic control unit, exchanger lamellas, grids, etc.);
- The electric connection of the product was not implemented in accordance with par. 4 and individual regulation elements were damaged;
- In case of a convector noisiness claim the product was unsuitably installed in a building structure or its fans are dirty;
- It is the case of normal wear caused by the operation and use of the product;
- Products that are not designed for a wet environment were operated in a wet environment;
- The claimed dimensions of covering grids are within the defined production tolerances;

- The lamellas of the wooden covering grids exhibit colour deviations resulting from the character of the natural material;
  - Wooden grids have been exposed to a wet environment or effects of water;
  - The point load of wooden grids was more than 55 kg;
  - Damage resulting in transport to the contractual customer or to the direct purchaser but the customer did not state this fact on our contractual carriage company's delivery note.
- 11.** A condition for acknowledging a claim is that the complaining party must start complaint proceedings with a contractual dealer of LICON or directly with the LICON Company in case of a direct purchase of goods during the guarantee period and without delay and must specify the defect of the product. The complaining party should identify faulty characteristics of describe the manifested defects and mention the required way of remedy of the defect, as per part 8 and 9.
  - 12.** All interferences on which the guarantee does not apply will be charged by cash payment to the service person according the current pricelist.
  - 13.** In case that the claim has not been approved as accepted, the buyer agrees to pay all expenses of the service person according the current pricelist.
  - 14.** Possible legal disputes are resolved in accordance with the Czech legislation. Czech legislation will also be applied if the other party comes from another country.
  - 15.** In case of after guarantee service please contact the Licon company at the email address [complaint@licon.cz](mailto:complaint@licon.cz).