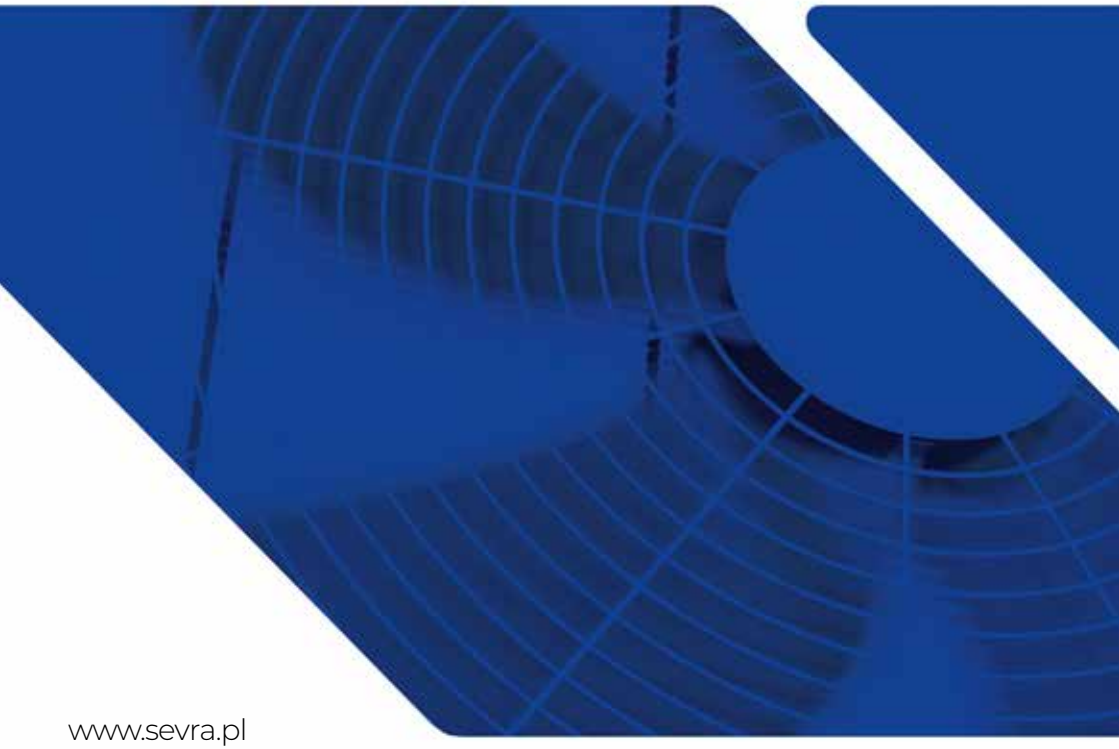
SEVRA

Innovative Climate Solutions

Warranty Card

SEVRA
air conditioning devices



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Thank you for choosing the Sevra air conditioning system

SEVRA air conditioning systems are distinguished by the highest quality of workmanship, safety, and ease of use, meeting all EU standards for energy efficiency. We hope that the product we offer will meet your expectations.

The exclusive importer of Sevra brand air conditioning devices is WIENKRA Ltd., based in Kraków. This Warranty Card applies exclusively to devices purchased through the WIENKRA Ltd. distribution network and installed in Poland by installers authorised by WIENKRA Ltd.

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Important Information for the User:

1. The Warranty Card must be signed and stamped by an Authorised Installer.
2. The validity of the warranty requires that the device is installed and commissioned by an Authorised Installer and that a paid maintenance inspection is carried out at least twice a year. For air conditioners installed in technical rooms, maintenance must be performed at least four times a year by an Authorised Installer. These inspections must be recorded in the Warranty Card. To submit a warranty claim, please contact the Authorised Installer who performs the periodic warranty inspections. The definition of an Authorised Installer can be found on page 3 of this Warranty Card.
3. A duplicate Warranty Card will not be issued.

SEVRA Warranty Terms

This warranty applies to complete SEVRA air conditioning devices of the following types: RAC - SPLIT, LCAC - MULTISPLIT, LCAC - SPLIT (hereinafter referred to as “Devices”), purchased through the distribution network of the exclusive importer of SEVRA devices, WIENKRA Ltd., and installed and commissioned by an Authorised Installer. This warranty is valid only within the territory of the Republic of Poland.

WIENKRA Ltd., Headquarters in Cracow at 34 Kotlarska street, 31-539 Cracow, Poland (hereinafter referred to as the Guarantor), guarantees the proper functioning of the Device specified in this Warranty Card, in accordance with the technical and operational conditions described in the user and installation manual, after installation and commissioning by an Authorised Installer.

The definition of an Authorised Installer used in this warranty refers to a company that performs installation and/or periodic maintenance inspections, warranty repairs, and must obligatorily have:

- A valid F-gas certificate, including both a personal certificate (for the service technician) and a company certificate (certificate validity can be verified on the website: https://www.udt.gov.pl/rejestry
- A valid authorisation certificate for the installation and servicing of SEVRA Devices, issued by WIENKRA Ltd. (certificate validity can be verified by contacting the Wienkra Service Department by phone or email, contact details available at: http://www.wienkra.pl/kontakt.html

1. General Terms and Conditions

1.1 This warranty covers only manufacturing defects in the sold Device, caused by faulty parts or production defects, resulting in operation that is not in accordance with the technical and operational conditions specified in the user and installation manual of the Device.

1.2. The Guarantor’s obligations consist of performing warranty repairs of the Device (free delivery of parts and labour) during the warranty period by the Authorised Installer who carried out the installation and commissioning of the Device or who performs the periodic inspections of the Devices. The decisive factor is always the date of the last entry in the Warranty Card.

1.3. WIENKRA Ltd. may decide to replace the faulty Device with a new one instead of repairing it.

2. User’s Responsibilities

2.1. The customer is obligated to familiarise themselves with the device’s user manual, follow the proper usage guidelines for the Device, and arrange for the required paid periodic inspections to be carried out by Authorised Installers.

2.2. WIENKRA Ltd. requires a minimum of 2 inspections per year (at intervals of at least 5–7 months), and for air conditioners installed in technical rooms, a minimum of 4 inspections per year (at intervals of at least 3 months) to be carried out by an Authorised Installer. If the mandatory warranty inspections are not performed or are performed by individuals without a valid authorisation certificate or F-Gas certificate, the User loses all rights under this warranty.

2.3. The Warranty Card is valid provided it is correctly filled out and signed by the Authorised Installer who carried out the installation and commissioning of the device. The Warranty Card should include the following completed sections:

a. A list of Devices with serial numbers,
b. Details of the Authorised Installer,
c. Installation address of the Device,
d. Date of purchase and commissioning of the Device,
e. A card confirming completed inspections and warranty repairs,
f. Commissioning protocol,
g. Signature and stamp of the Authorised Installer.

2.4. Only the Guarantor or an Authorised Installer is authorised to make entries in the Warranty Card. The only exception is the signature of the Buyer confirming that they have read the contents of the Warranty Card.

3. Execution of Warranty Rights

3.1. Unless stated otherwise, the standard warranty period for SEVRA Devices is 60 months from the date of installation and commissioning of the air conditioning device by an Authorised Installer, but not more than 63 months from the date of sale of the Device by WIENKRA Ltd. to the Authorised Installer.

3.2. The execution of warranty rights will take place after:

- Presenting a valid Warranty Card along with proof of purchase of the Device from the Authorised Installer and confirming that the entries in the Warranty Card match the actual situation;
- Reporting the failure in writing or via electronic communication to the Authorised Installer.

3.3. The Authorised Installer is obligated to respond to the complaint within 14 calendar days, starting from the day after the complaint was submitted.

3.4. Product defects and failures revealed during the warranty period will be repaired free of charge by the Authorised Installer who carried out the installation and commissioning of the device, within 14 working days from the date the Buyer’s claim is accepted. This period may be extended if parts need to be sourced from outside the country.

3.5.

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3.6. Warranty repair does not cover activities specified in the user manual, which the User is responsible for carrying out independently, such as ordering periodic cleaning and maintenance of the equipment.

3.7. Any defects and faults of the Device will be repaired free of charge by the Authorised Installer. The cost of spare parts and the cost of transporting parts to the Authorised Installer or directly to the Customer will be covered by WIENKRA Ltd., provided the warranty claim is justified.

4. Exclusion of Guarantor's Liability

4.1. The warranty does not cover:
- Mechanical damage,
- Damage caused by incorrect power supply connection,
- Damage resulting from improper voltage in the network,
- Damage caused by lightning strikes,
- Damage caused by improper use,
- Damage and faults caused by dirty filters, heat exchangers, fans, or condensate pumps (if factory-installed) in the Device,
- The warranty does not cover the freon, electrical, and condensate installation.

4.2. The warranty is void in the event of:
- Failure to perform warranty inspections,
- Breaking or tampering with serial numbers,
- Repairs carried out by unauthorised service,
- Unauthorised changes or alterations to the entries in the warranty card,
- Loss or destruction of the warranty card.

4.3. The warranty applies solely to the Device and does not cover losses related to refrigerant leakage from the cooling system, water leakage from the condensate system, damage related to the electrical installation powering the Device, or the compatibility of the SEVRA Device with equipment or controllers from other manufacturers.

4.4. The warranty does not cover parts of the Device or accessories that are subject to normal wear and tear during operation.

4.5. In the event of the loss of the Warranty Card, a duplicate will not be issued.

4.6. Defective parts removed from the Device after a warranty repair become the property of the Guarantor.

4.7. If the claimed Device is functional and the service call was unjustified, the User may be charged for the visit of the Authorised Installer service in accordance with their pricing.

4.8. The warranty does not exclude, limit, or suspend the Buyer's rights under the provisions regarding the lack of conformity of the goods with the contract.

4.9. To the extent permitted by law, the Guarantor is not responsible for:
- For damages, including lost profits of the Buyer or third parties, resulting from delays in performing the warranty repair of the Device,
- If the required warranty repairs cannot be performed on time due to reasons beyond the Guarantor's control, such as commercial and customs regulations, force majeure events like floods, hurricanes, etc.

4.10. In matters not regulated by the terms of this Warranty Card, the relevant provisions of the Civil Code shall apply.

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Device Commissioning Protocol

List of devices covered by the warranty:

Outdoor unit		Device production date:
Model of the device:		Serial number:
Indoor unit		Device production date:
Model of the device:		Serial number:
1.		
2.		
3.		
4.		
5.		
6.		

Installation details of the Device:

1.	Total installation length				[m]
2.	Height difference between the internal and external units				[m]
3.	Leak test of the refrigerant installation				[bar]
4.	Duration of the leak test				[h]
5.	Duration of vacuum drying				[h]
6.	Additional amount of refrigerant				[kg]
7.	Operating pressure in cooling mode				[bar]
8.	Operating pressure in heating mode				[bar]
9.	Air supply temperature in cooling mode				[°C]
10.	Air supply temperature in heating mode				[°C]
11.	Air temperature in the room during commissioning				[°C]
12.	Supply voltage	L1	L2	L3	[V]
13.	Current consumption during operation	L1	L2	L3	[A]

Device purchase date	Device commissioning date	Signature of the Authorised Installer

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Installer details:

Company name:		
Address details:	Street:	
	Building number:	
	Postal code:	
	City:	
Phone number:		
F-gas certificate number:		
Authorisation certificate number:		

Signature and seal of the Authorised Installer	Distributor's seal

User details:

Full name / company name:		
Address details:	Street:	
	Building number:	
	Postal code:	
	City:	
Contact details:	Phone number:	
	E-mail:	

I hereby declare that I have read the contents of the Warranty Card and accept its terms.
The above devices have been installed and accepted for operation without any reservations.

Date and signature of the User (Buyer)

Warranty inspection and repair card:

	Type of activity (inspection/repair)	**Inspection / repair date**	**Company seal, signature**	**Comments / recommendations**
1.				
2.				
3.				
4.				
5.				
6.				
7.				

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Warranty inspection and repair card:

	Type of activity (inspection/repair)	**Inspection / repair date**	**Company seal, signature**	**Comments / recommendations**
8.				
9.				
10.				
11.				
12.				
13.				
14.				

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Warranty inspection and repair card:

	Type of activity (inspection/repair)	**Inspection / repair date**	**Company seal, signature**	**Comments / recommendations**
15.				
16.				
17.				
18.				
19.				
20.				
21.				

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NOTES

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Sole importer of the SEVRA brand:

WIENKRA Sp. z o. o.
Sales offices:

Cracow:
34 Kotlarska street
wienkra@wienkra.pl

Warsaw - Janki:
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wienkra-waw@wienkra.pl

Wroclaw
61 Armii Krajowej avenue
wienkra-wro@wienkra.pl

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