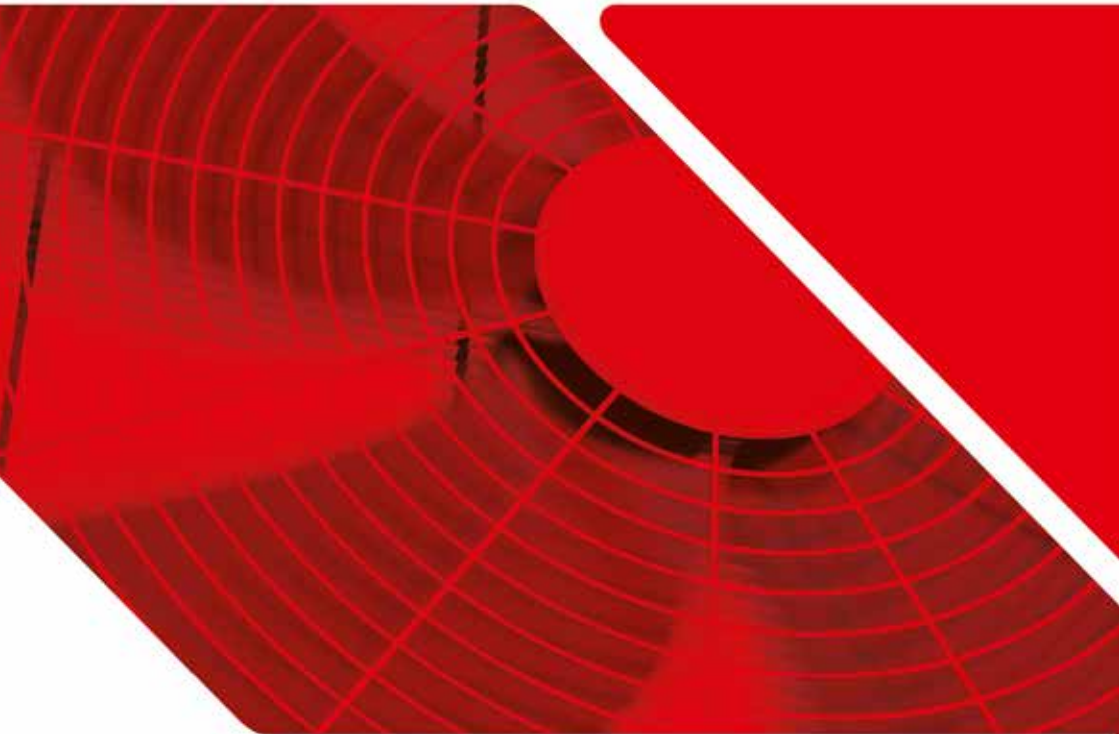
SEVRA

Innovative Climate Solutions

Warranty Card

SEVRA heat pumps



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Thank you for choosing the SEVRA heat pump

SEVRA heat pumps are characterised by the highest quality of workmanship, safety, and ease of use, and they meet all EU standards for energy efficiency. We hope that the product we offer will meet your expectations.

The exclusive importer of SEVRA heat pumps is WIENKRA Ltd., based in Cracow, Poland. This Warranty Card is intended solely for devices purchased through the distribution network of WIENKRA Ltd., and installed in Poland by authorised installers of WIENKRA Ltd.

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Warranty conditions for SEVRA heat pumps

The warranty applies to complete heating units – SEVRA heat pumps, hereinafter referred to as the Devices, which have been purchased, installed, and commissioned in the territory of the Republic of Poland by an Authorised Installer.

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

The obligations of the Guarantor under this warranty are carried out by the Seller of the Device, who holds a valid certificate of an Authorised Installer, has performed the installation and commissioning of the Device, and is listed in the warranty card.

The obligations and rights of the Guarantor may also be carried out by another Authorised Installation Company, provided that they assume responsibility under the warranty card. An Authorised Installation Company (Authorised Installer) is a company holding a valid authorisation certificate for the installation and servicing of SEVRA Devices issued by WIENKRA Ltd., (the validity of the certificate can be checked by contacting the WIENKRA Service Department by phone or email, with contact details available at: http://www.wienkra.pl/kontakt.html).

The warranty card is valid provided it is correctly completed and signed by the Authorised Installation Company that performed the installation and commissioning of the device. The warranty card should contain:

1) A list of Devices with serial numbers,
2) Details of the Authorised Installation Company,
3) The installation address of the Device,
4) The date of sale and commissioning of the Device,
5) Entries confirming performed maintenance checks,
6) The completed and signed commissioning protocol by the Authorised Installation Company, located at the end of the warranty card,
7) The stamp of the Authorised Installation Company and the signature of the person representing it.

General conditions

1. This warranty covers only manufacturing defects in the Device caused by faulty parts or production defects that result in the failure of the Device to operate correctly — i.e., operation not in accordance with the technical and operational conditions specified in the technical specifications or user and installation manuals of the Device. The Guarantor's obligations involve carrying out warranty repairs of the Device (free delivery of parts and labour) during the warranty period by the Authorised Installer who performed the installation and commissioning of the Device, or who carries out the periodic inspections of the Devices. The decisive factor is always the date of the last entry in the Warranty Card.

2. WIENKRA Ltd., may decide that instead of repairing the faulty Device, it will replace it with a new one.

3. The warranty rights are granted to the Buyer for a period of 3 years from the date of installation and commissioning of the Device by an Authorised Installer (warranty period).

4. The first commissioning of the Device should take place no later than 3 months from the date of sale of the Device by WIENKRA Ltd. to the Authorised Installer. If the actual first commissioning of the Device occurs later than 3 months from the date of sale, for the purpose of determining the warranty period specified in point 3, it is assumed that the commissioning took place on the last day of the third month from the date of sale of the Device.

5. Defects in the Device revealed during the warranty period will be addressed by the Authorised Installation Company within 14 working days from the date of acceptance of the warranty claim, with the proviso that this period may be extended up to a maximum of 28 working days if it is necessary to import spare parts from abroad.

6. A condition for the warranty to be valid is the performance of at least two paid maintenance inspections per year, which can only be carried out by an Authorised Installation Company.

7. Maintenance inspections are fully chargeable, and the cost of the inspection is determined by the price list of the Authorised Installation Company. The completion of the inspection should be confirmed by an entry in the warranty card.

8. Repairing the Device by someone other than the Authorised Installation Company, making structural changes, or performing other modifications will result in the loss of warranty rights.

9. To make a warranty claim, you should contact the Authorised Installation Company that performed the installation and commissioning of the Device and is listed in this warranty card.

10. The warranty claim, in addition to information describing the issue, should include a scan or copy of:
a) The completed warranty card,
b) Proof of purchase from the Authorised Installer.

11. The Buyer is obliged, upon request from the Guarantor or the Authorised Installation Company, to present the original completed warranty card.

12. Only the Guarantor and the Authorised Installation Company are authorised to make entries in the warranty card.

13. The Buyer is obliged to make the Device available to the Authorised Installation Company at the installation site in a timely manner for diagnosis and potential repair.

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14. A response to the warranty claim will be provided in writing or via email (if the claim was submitted in this form), no later than 14 days from the date the claim was made.

15. Warranty repairs of the Device are carried out at the installation site. However, for technical reasons, the Device (or its part) may require repair at the premises of the Authorised Installation Company.

16. A fault report will be prepared by the Authorised Installation Company based on the diagnostic activities. This report should specify the circumstances and possible causes of the fault, as well as list the damaged or defective components of the Device. The completed report should be signed by both the Authorised Installation Company and the Buyer.

17. The components of the Device that are replaced as part of the warranty repair become the property of the Guarantor. Upon request, the Guarantor is entitled to have these parts returned to a specified address.

The scope of the Guarantor's responsibility

18. Warranty repairs do not cover activities specified in the user manual, which the Buyer is required to perform at their own expense, as well as activities covered by paid maintenance inspections, such as cleaning filters and heat exchangers.

19. The warranty does not cover the installation of refrigerant, water systems, condensate systems, electrical supply, control, and automation performed by the Authorised Installation Company or other entities.

20. The Guarantor's responsibility does not cover failures or defects not caused by a manufacturing fault of the Device, particularly when the failure or defect is a result of:

a) Incorrect installation, not in accordance with the user manual and the installation manual of the Device,
b) Improper use or abuse of the Device by the Buyer or third parties, particularly negligence, use, operation, and handling of the Device not in accordance with the user manual or safety regulations, as well as the use of inappropriate consumables (e.g., filters),
c) Irregularities in the installation of refrigerant, water systems, condensate drainage systems, electrical supply, and damages to the Devices resulting from them,
d) Mechanical and thermal damage to the Device caused by the actions or omissions of the Buyer or a third party,
e) Malfunctioning of the energy supply installation or disturbances in its operation,
f) Improper transport or storage, unless carried out by the Guarantor,
g) Failure to perform or improper performance of maintenance tasks by the Buyer, as outlined in the user manual of the Device, including adjustments, checking the operation, or programming settings,
h) Fire, flooding, lightning strike, other natural disasters, unforeseen events unrelated to the operation of the Device, corrosion caused by installation in areas exposed to particularly adverse weather conditions, war, riots, and other external factors,
i) Damage caused by incorrect selection of the Devices.

21. To the extent permitted by law, the Guarantor shall not be liable for:

a) For damages, including lost profits of the Buyer or third parties, resulting from the need to repair the Device,
b) For damages, including lost profits of the Buyer or third parties, resulting from delays in carrying out the warranty repair of the Device.

22. The warranty does not exclude, limit, or suspend the rights of the Buyer arising from regulations regarding the lack of conformity of the goods with the contract.

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The commissioning protocol of the Device

List of devices covered by the warranty:

Outdoor unit	
Model of the device:	Serial number:
Indoor unit	
Model of the device:	Serial number:

Date of purchase of the Device:	
Date of commissioning of the Device:	
Purchase document number:	

Signature of the Authorised Installer

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The commissioning protocol of the Device

Details regarding the installation of the Device:

1.	Electrical supply	L1	L2	L3	[V]
2.	Phase-to-phase supply	L1	L2	L3	[V]
3.	Average indoor temperature				[°C]
4.	Average outdoor temperature				[°C]
5.	Current measurement of the outdoor unit	L1	L2	L3	[A]
6.	Water temperature at the device outlet				[°C]
7.	Water temperature at the return				[°C]
8.	Temperature of the refrigerant at the inlet to the plate heat exchanger				[°C]
9.	Temperature of the refrigerant at the outlet from the plate heat exchanger				[°C]
10.	Number of heating circuits				[-]
11.	Approximate water volume in the heating system				[l]
12.	Was a buffer tank used? YES | NO				[l]
13	Domestic hot water tank				[l]
14.	Type of zone valve for domestic hot water				[l]
15.	Total length of piping (between hydraulic module and outdoor unit)				[m]
16.	Additional refrigerant added				[kg]

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Installer details:

Company name:		
Address details:	Street:	
	Apartment number:	
	Postal code:	
	City:	
Phone number:		
F-gas certificate number:		
Authorised installer certificate number:		

Signature and stamp of the Authorised Installer

Distributor's stamp

User details:

First name and surname / company name:		
Address details:	Street:	
	Apartment number:	
	Postal code:	
	City:	
Contact details:	Phone number:	
	E-mail:	

I hereby declare that I have read the content 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 inspections and repairs card:

	Type of activity (inspection / repair)	**Date of completion**	**Company stamp, signature**	**Remarks / recommendations**
1.				
2.				
3.				
4.				
5.				
6.				
7.				

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3.				
4.				
5.				
6.				
7.				

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NOTES

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Exclusive importer of the Sevra brand:

WIENKRA Sp. z o. o.
Sales offices:

Cracow:
34 Kotlarska street
wienkra@wienkra.pl

Warsaw - Janki:
15 Sokolowska street
wienkra-waw@wienkra.pl

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

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