

WARRANTY

Gebwell Ltd

offers the following warranty against manufacturing and material defects in **heat pumps and accessories manufactured by Gebwell Ltd** and installed in Finland

PARTIES TO THE WARRANTY

The manufacturer is the party offering the warranty (Gebwell Ltd).

The retailer is the party that sells the heat pump to the end user.

The end user is the owner of the heat pump or a party authorised by the owner.

WARRANTY PERIOD AND ENTRY INTO FORCE

The manufacturer offers a two (2) year warranty on the heat pump and accessories. The manufacturer offers a 12-month warranty on any safety valves supplied with the heat pump system.

The warranty period shall begin when the heat pump is commissioned. Commissioning means switching the heat pump on or connecting it to the mains on-site. Heating a construction site shall constitute operating the device within the warranty period. However, the warranty period shall begin to elapse no later than six (6) months after delivery from the factory.

Gebwell Smart heat pumps are supplied with a mobile data connection. The price of the heat pump includes the subscription and data transfer fees for the first two years. The customer may also use a Gebwell Smart heat pump with their own internet connection.

The heat pump warranty can also be extended by three (3) years. A three-year extension will be offered for heat pumps registered within six months of commissioning. The extended warranty for a Gebwell Smart heat pump requires the heat pump to have a continuous internet connection, enabling it to be monitored or controlled remotely. The manufacturer offers internet access as a service. The extended warranty shall not apply to any accessories or other parts of the heating system.

The heat pump retailer or the retailer's representative shall complete the installation record in the user manual and go through it with the customer. Both parties shall confirm that they have read and understood the installation record and accept the installation by entering the respective data into the form on Gebwell Ltd's website or another registration system approved by Gebwell Ltd. The end user shall receive a confirmation of registration. The confirmation shall serve as proof of the validity of the extended warranty. The end user of the device is always responsible for registering it. If the end user does not receive a confirmation, the confirmation may be requested separately from Gebwell Ltd. The extended warranty shall only apply if the commissioning and warranty record is properly completed.

Services or repairs performed during the warranty period shall not extend the warranty period.

CONTENT OF THE WARRANTY

This warranty shall cover manufacturing and raw material defects arising in the device during the warranty period. The manufacturer shall be responsible for getting the device into working order.

The buyer shall be liable for any defects arising from the storage conditions between the delivery and commissioning dates (see the installation, operation and maintenance manual; storage).

WARRANTY LIMITATIONS

The warranty does not cover costs incurred due to a defective device (travel, energy, etc.), damage caused by a defective device, the buyer's production losses, loss of profits, or other indirect costs.

This warranty has been provided with the prerequisite that the device functions correctly under normal operating conditions and that the user manual is followed carefully. The warrantor's liability shall be limited in accordance with these terms and shall not, therefore, cover any damage caused by the device to another object or person.

The warranty shall not apply to direct personal injuries or property damage caused by a defect in a delivered product.

The warranty is offered on the condition that all the applicable regulations, generally accepted installation methods, and device mounting instructions provided by the manufacturer have been complied with.

Gebwell Ltd shall not be liable for the breakage of a device that is installed incorrectly or operated contrary to the user manual.

The warranty shall not provide cover or shall be invalidated if the product is used in any way other than that required by its dimensioning.

The customer shall be responsible for visually inspecting the device before installation. A device that is clearly defective must not be installed.

The warranty shall not cover defects caused by the following:

- Transportation of the device
- The user's negligence or overloading of the device, failure to follow the operating instructions, or negligence of maintenance
- Circumstances beyond the warrantor's control, such as voltage fluctuations (voltage fluctuations can be no

greater than $\pm 10\%$), thunderstorms, fires or accidents; service, repairs or structural alterations performed by parties other than authorised retailers

- Installation or placement of the device contrary to the installation, operation and maintenance manual, or otherwise incorrectly
- The quality of the water that is added to the heat pump or circulated in its accumulator. The water must meet the following requirements:
 - Electrical Conductivity (EC): max. 125 mS/m @ 25°C
 - Langelier Saturation Index (LSI): > -1.0 and < 0.8 @ 80°C
 - pH > 6.0 and < 8.5
 - Chloride content: < 250 mg/L @ 65°C

The warranty shall not cover the repair of faults that do not affect the operation of the device, such as superficial scratches. The warranty shall not include the normal adjustments described in the operation manual, user guidance visits, service and cleaning measures, or work necessitated due to negligence of the precautions or installation instructions or investigations thereof in the installation location.

Some of the heat pump's features require a working internet connection. The Gebwell Smart heat pump's extended warranty requires a continuous working internet connection.

Gebwell Smart heat pumps are supplied with a mobile data connection. If the heat pump is installed in a location with a poor or non-existent mobile data connection, Gebwell cannot guarantee the proper operation of all the features (such as remote access and spot price control). Gebwell Ltd shall not be responsible for the functioning of the mobile data connection. Gebwell Ltd shall not be liable for costs incurred in improving the functionality of the internet connection using, for example, amplifiers, or in using the internet connection provided by the property.

THE WARRANTY AND PRODUCT LIABILITY SHALL BE INVALIDATED IN THE FOLLOWING CIRCUMSTANCES:

- The device is stored in humid or otherwise inappropriate conditions (see the installation, operation and maintenance manual).
- The device is installed, operated or serviced contrary to the manufacturer's instructions (see the installation, operation and maintenance manual). Consult the manufacturer for up-to-date instructions.
- The device is used for a purpose for which it is not designed.
- The device or a system component is installed, modified or operated in such a way that the entity does not meet the conformance requirements.
- The device is repaired or modified contrary to the instructions. Consult the manufacturer for up-to-date instructions.
- The control automation of the product is replaced or its properties are modified from the original (for example, by

installing an accessory that affects the control of the device).

- A lack of maintenance and inspections required by laws and regulations.

ACTION TO TAKE IN THE EVENT OF A FAULT

Notifications or alarms do not directly indicate defects in the heat pump – they simply indicate its operation. When the device is operating, it may notify you if there are faults in the installation or other conditions that prevent the system from operating as designed.

If a fault is detected during the warranty period, the customer must normally report it to the authorised Gebwell retailer that sold the product within 14 days. The customer should state the model and serial number of the device, the type of fault in as much detail as possible, and the conditions under which the fault occurred and/or arises. The warranty form, properly completed when the device was handed over, must be presented upon request. After the warranty has expired, invoking a defect reported during the warranty period shall not be considered valid unless the defect was reported in writing during the warranty period.

Defects must be reported as soon as they are detected. If a defect is not reported as soon as the buyer detects the fault or should have detected it, the buyer will lose their right to claim under this warranty.

HOW TO MAKE A SERVICE REQUEST

Repairs under warranty, service requests, and orders for spare parts must be directed to the authorised Gebwell retailer that sold/delivered the product. Do the following before making a service request:

- Carefully read the installation, operation and maintenance manual and consider whether you have followed the manual when operating the device
- Ensure that the warranty period is still valid, you have carefully read the warranty terms, and you know the product's model and serial numbers before making a warranty repair request

A device replaced under warranty shall become the manufacturer's property. Gebwell Ltd reserves the right to decide how, where and who will perform repairs or replacements for which the manufacturer is liable.

Only a professional may repair the device. Incorrect repairs and adjustments may cause a hazard to the user, damage the device, and degrade the efficiency of the device. Even during the warranty period, a fee will be charged for a visit by a retailer or service technician if repairs are required due to faulty installation, incorrect repairs or adjustments.

Any disputes between companies shall primarily be settled through negotiation. Unresolved disputes shall be settled in Finland by arbitration.