GEBWELL

WARRANTY

Gebwell Ltd.

grants **the G-Energy storage tank**

a warranty covering manufacturing and material defects as follows.

WARRANTY PERIOD AND EFFECTIVE DATE

Gebwell Ltd grants a two (2) year warranty covering material and manufacturing defects for the energy storage tank. The warranty is valid from the date of purchase. Gebwell Ltd grants a two-year manufacturer's warranty for accessories sold with its storage tanks, except for safety valves, which are covered by a 12-month warranty.

The start date of the warranty must be verified with a purchase receipt. If no receipt is available, the warranty is deemed to have started on the date of delivery from the factory.

WARRANTY COVERAGE

The warranty covers manufacturing and raw material defects that occur in this product during the warranty period, as well as the direct costs of repairing the device.

The buyer is responsible for any damage caused to the storage conditions between the delivery and commissioning dates (see the installation, operating and maintenance manual; storage).

WARRANTY LIMITATIONS

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

This warranty is provided on the condition that the product is used under normal conditions and that the operating instructions are carefully followed. The warranty provider's liability is limited in accordance with these terms and conditions, and the warranty does not cover damage caused by the product to another object or person.

The warranty does not cover direct personal injury or property damage caused by a defect in the delivered product.

The warranty requires that the installation complies with applicable regulations, generally accepted installation practices and the installation instructions provided by the product manufacturer.

The customer is obliged to visually inspect the product before installation, and a clearly defective product must not be installed.

The warranty shall be void if the information on the model plate of the storage tank has been removed or altered.

Gebwell Ltd. is not liable for damage caused by an incorrectly installed device.

The device may only be repaired by a professional designated by Gebwell Ltd. Incorrect repairs and settings may cause danger to the user, damage the device and reduce its efficiency. Visits by the retailer or service representative are not free of charge, even during the warranty period, if the device needs to be repaired due to incorrect installation, repair or adjustment.

The warranty does not cover defects caused by

- transport or storage of the product
- the user's negligence or incorrect use
- electrical or plumbing work, maintenance, repairs or modifications carried out by a third party
- circumstances beyond the control of the guarantor
- installation or placement of the product at the place of use that is contrary to the installation, use and maintenance manual or otherwise incorrect.
- The quality of the water circulating in the storage tank. The water must meet the following requirements:
    - electrical conductivity (EC): max. 125 mS/m (25 °C)
    - saturation index (LSI): > -1.0/ < 0.8 (80°C)
    - pH level > 6.0 /< 8.5
    - Chloride content < 250 mg/L (65°C)

The warranty does not cover the repair of defects that are insignificant in terms of the product's functionality, such as surface scratches. The warranty does not cover normal adjustments specified in the product's operating instructions, user guidance visits, maintenance and cleaning measures, or work caused by negligence of safety or installation instructions or their clarification at the installation site.

TERMS AND CONDITIONS OF THE WARRANTY

- the product is used normally for its intended purpose
- the installation has been carried out by a professional in accordance with the manufacturer's instructions

If the product changes ownership during the warranty period, the manufacturer must be notified in writing.

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ACTIONS TO BE TAKEN IN THE EVENT OF A FAULT

If a fault occurs during the warranty period, the customer must immediately (normally within 14 days) notify the authorised Gebwell dealer who sold the product or Gebwell Ltd. In this case, the customer must specify the product in question (product model, serial number), the nature of the fault as accurately as possible, and the circumstances in which the fault occurred and/or manifested itself. A duly completed warranty form must be presented upon request at the time of delivery. After the warranty period, invoking a warranty claim is not valid unless it has been made in writing during the warranty period.

The notification must be made immediately after the defect is discovered and no later than 14 days thereafter. If the notification is not made immediately after the customer has discovered the defect or when the buyer should have discovered the defect, the buyer loses the right to invoke this warranty. Warranty repairs are carried out free of charge.

MAINTENANCE SERVICE IN FINLAND

Maintenance of this product during and after the warranty period will be carried out in Finland by a service organisation authorised by the manufacturer for the entire economic life of the storage tank.

MAKING A SERVICE REQUEST

Warranty repairs, service requests and spare part orders should primarily be addressed directly to the authorised Gebwell dealer who sold/delivered the product. Before placing a service order, please ensure the following:

- read the installation, operating and maintenance manual carefully and consider whether you have used the device in accordance with the instructions
- Before requesting a warranty repair, make sure that the warranty period is still valid, read the warranty terms and conditions carefully and find out the model and serial numbers of the product.

A device replaced under warranty is the property of the device manufacturer. Gebwell Ltd reserves the right to decide how, where and by whom repairs or replacements covered by the manufacturer's warranty are carried out.

Any disputes between companies will primarily be resolved through negotiation. Unresolved disputes will be settled through arbitration in Finland.

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