

# KODSAN

## GUARANTEE CERTIFICATE

### GUARANTEE TERMS

- KODSAN guarantees 5 (five) years warranty against defects in production of KODSAN water heaters, solar energy water heaters with the condition to comply with the principles, warnings and standards stated in the user manual.
- Product Guarantee Certificate must be filled out and stamped by authorized dealer of KODSAN from which you purchased your product.
- Guarantee coverage is only valid for the transactions made with KODSAN approved services. Manufacturer and seller companies are not responsible for non-specialist unauthorized interventions on the products.
- Repair period will be within 30 working days of product delivery at the authorized service workshop or at KODSAN factory. If the product defect is not corrected within 30 working days, KODSAN will provide to the customer a product with similar features until repair is completed.
- Determination of the technical methods applied in rectifying defects and replacement of parts is defined by KODSAN. Rectifying the defects can be made at the location of the product, in our approved service workshops or in our manufacturing facility. Our customer's approval will be needed in this case.
- From the date of delivery and during the guarantee period the product will be replaced free of charge., if:
  - The same defects occur more than two times or there are more than four different defects, which cause inability to gain benefit from the product;
  - The repair exceeds the maximum period;
  - In the absence of authorized service workshops in a region, authorized dealers can replace defective products free of charge only with a signed document from KODSAN stating that the defective product cannot be repaired.
- The time elapsed during repairs to be made during the warranty period is added to the warranty period.
- The warranty period of the goods modified during the warranty application is limited to the remaining warranty period of the purchased goods.
- Warranty period; Commence from the delivery date of the good and the warranty period is 2 (two) years from the date of delivery.
- For any issue regarding guarantee certificate one may appeal In case the disputes and claims are not settled amicably, all disputes and claims will be handled by the International Commercial Arbitration Court at the Chamber of Commerce and Industry of the Turkey in Istanbul.

## GENERAL CONSIDERATIONS WITH THE EXCEPTION OF GUARANTEE

The following matters and any defects, problems and damages that may occur and / or may occur in these materials will not be covered by the warranty.

- Damage or loss of the guarantee certificate and the capacity label.
- Defects and damage caused by improper use and non-compliance with user's manual
- Defects and damage caused by usage of inadequate models
- Failure to install the product in accordance with the installation instructions in the user's manual,
- Defects of equipment specified in the product user manual
- Use of water that does not comply with the "Drinking and Usage Water Values" specified in the user manual
- Voltage drop or excess; use of ungrounded socket; damage and failures from faulty electrical installations,
- Except for the equipment covered by TS EN 60204-1 (electric panel), other electrical equipment (Resistance, Thermostat)
- Damages and failures caused by maintenance and repairs other than those approved by KODSAN,
- Variation on the mains pressure and / or failure and / or failure of the automatic safety valve on the device.
- Damage and failures due to transportation, loading, unloading, storage, external physical (crash, collapse, breaking) and chemical effects after delivery of the product,
- Damage and failures caused by environmental factors (earthquake, fire, flood, water pressure, heavy wind, lightning strike, lime, excessive calcareous / muddy / dirty installation, humidity, dampness, dust)

### MANUFACTURER

Name : KODSAN ISI TEKNOLOJILERİ SAN. ve TİC. A.Ş  
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### COMPANY OFFICIAL'S

Signature & Stamp

### PRODUCT

Name :  
Capacity :  
Serial Number :  
Max. Repair Time : 30 working days  
Guarantee Period : 5 years

### SELLER'S

Name : \_\_\_\_\_ Date/Signature/Stamp  
Address : \_\_\_\_\_  
Telephone : \_\_\_\_\_  
Fax : \_\_\_\_\_  
Invoice Date & No : \_\_\_\_\_