

COMPLAINT PROTOCOL

E-mail or company fax number:

.....

Date:

Device type: compressor / unit / fan / automatic / cooler / PP / ...
(please, tick the appropriate)

Equipment name:

Serial number:

Batch number:

Date of purchase, invoice number:

Date of start-up:

Date of failure:

Refrigerant:

Application:

System parameters:
(LP, HP, superheating, power)

Security system:
(security types, settings)

Pressure switch set value HP: ... Pressure switch set value LP: ...

Description of failure:

.....
.....

Client's expectations in the case of a positive result of complaints:

(please, tick the appropriate)

new element / correction of invoice no.

ATTENTION! In the event of major failures in ACS devices and generating high costs (eg leaks, repairs "on their own"), together with the complaint protocol to submit a complaint should also be attached: leak test report before starting the device, leak test reports performed in accordance with the F-gas Act, a report on the device's commissioning and the following videos and photos showing the defect:

- device / component nameplate,
- the entire refrigeration installation,
- foundation of the aggregate / device / component, its base, sides, front and rear to enable the diagnosis of distance from walls / other elements.

In the event of a fault being repaired by the service, the pictures should be taken before the repair! It should also be noted that all elements of the complaint filing protocol are completed.

In the event that the described requirements are not met, the complaint will not be considered, and after 10 days of its submission will be rejected.

In the case of a negative result of complaint, equipment is ready to receive at the headquarters of the Area Cooling Solutions within two weeks, or it can be sent to the address at the expense of the customer. After this date the unit is scrapped. Advertised equipment after inspection is unable to piece together and work. The warranty card is located on the back of the claim report.

Legible signature of the applicant

Company Stamp

**WARRANTY
CARD**

Device name:
Type:
Compressor serial number:
Serial number of the device:

1. This warranty applies to devices purchased from Area Cooling Solutions.
2. All devices purchased at Area Cooling Solutions must be installed in accordance with the principles of building refrigeration installations and with the requirements specified by the manufacturer in catalog cards and technical and operational documentation.
3. The warranty period is 12 months from the date of sale for defects caused by the fault of the manufacturer.
4. The parts replaced in the repair of the device covered by the warranty become the property of Area Cooling Solutions without returning their value.
5. In order to preserve the rights resulting from the guarantee, the user is obliged to order two inspections of the device in each year of the warranty period by a specialist service.

Details on the website www.areacooling.com/pl

6. In the event of complaining, the advertiser is obliged to complete the **Claim Report** and deliver it together with the **Warranty Card** and a damaged device or element to Area Cooling Solutions within **10 working days**. Complaints will be processed within 30 days from the date of delivery of the device to the company's headquarters.

Details on the website www.areacooling.com/pl

7. The warranty does not cover:

- destruction or damage due to force majeure,
- independent alterations, reconstruction and disassembly of the device or installation of any additional equipment,
- damage to the device resulting from improper selection of technical data,
- claims for technical parameters of the device, if they are consistent with the customer's order,
- devices which do not have visible serial numbers assigned by the manufacturer,
- loss or destruction of the warranty card, lack of purchase documents or warranty sticker on device.

8. Area Cooling Solutions is not responsible for damages caused by the device or as a result of its use.

9. In the case of unjustified complaints, the customer bears the costs related to the activities undertaken by Area Cooling Solutions.

10. The Seller refuses to accept claims resulting from personal injury, destruction of goods, loss of profit, loss of freon or other losses resulting from a malfunction of the product, during the warranty period or outside it. The costs of disassembly, transport and reassembly are covered by the Buyer. The warranty does not cover damage incurred during the performance of the activities mentioned in the previous sentence.

11. **This card is not valid without the date of sale, signature and seller's stamp.**

12. All legal issues are settled by the administrative court in the place of the seller.

Date and signature of the recipient:

Seller's signature:

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