

# Complaint Protocol

E-mail or company fax number:				Date:		
Device type: (please, tick the appropriate)	<input type="checkbox"/> compressor	<input type="checkbox"/> unit	<input type="checkbox"/> fan	<input type="checkbox"/> automatic	<input type="checkbox"/> cooler	<input type="checkbox"/> PP
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 case of manufacturing defect or damage in ACS devices. To submit a product complaint, please perform the following steps:

- Fill in the complaint form
- Attach a photo or video of the following:
  - Device/component nameplate
  - The whole refrigeration installation
- Press "submit"

**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 Claim

1. The limited warranty applies to any device purchased from Area Cooling Solutions, **including international sales under the principle of freedom of contract and in accordance with applicable law.**

2. **For the purposes of art. 39 of the United Nations Convention on Contracts for the International Sale of Goods, done in Vienna on April 11, 1980,** it is noted that the warranty period for any device purchased from Area Cooling Solutions Ltd. is 12 months from the date of purchase.

3. This limited warranty covers any defects **in material or workmanship** under normal use during the warranty period.

4. During the warranty period, Area Cooling Solutions Ltd. will repair or replace, free of charge, products or parts of a product that are defective due to **improper material or manufacturing process** under normal use and maintenance. The components replaced during the repair of the equipment, even during the warranty period, will become the property of Area Cooling Solutions. The cost of the replaced part will not be refunded as it will have been exchanged for a new one.

5. In case of complaint about the product, the customer must provide: Claim Protocol, properly completed, together with the Product Warranty Card as well as the description of the reason of the complaint.

6. The damaged device or component must be sent to Area Cooling Solutions Ltd. within 10 business days after the claim form was submitted.

7. All devices purchased from Area Cooling Solutions Ltd. must be maintained or operated in accordance with the instructions given by the manufacturer

8. According to the EU regulation (Directive (WE) 517/2014), the customer must carry out leak inspections of the devices every 3, 6, 12 months depending on CO2 equivalent.

9. In order to retain the rights resulting from the warranty, the user is obliged to commission two technical inspections of the unit by a qualified service in each year covered by the warranty.

10. The warranty does not apply to:

- Defect caused by fire, lightning, electrical disturbances, negligence, accidents, or other natural disasters or by cause that directly or indirectly comes from having deviated from the recommended installation and use.

- The unit that has been subjected to repairs or modifications by any other person prior to verification or approval by Area Cooling Solutions.

- Damage to the device due to incorrect reading, interpretation or selection of technical parameters.

- Claims motivated by the technical parameters of the device if they match those requested by the customer in his purchase order.

- Products with altered or deleted serial numbers.

- Loss or destruction of the warranty card, missing purchase documents or nameplate on the device.

**11. Area Cooling Solutions Ltd. is not responsible for damages caused by the device or as a consequence of accident, alteration or erroneous repair, misuse, incorrect or inadequate installation, deficit or incorrect maintenance.**

12. In case of unjustified claims, the client will assume the cost of the activities carried out by Area Cooling Solutions Ltd.

**13. Inadequate repair shall also be understood to mean the use of parts not approved or different from those specified by Area Cooling Solutions Ltd.**

14. Area Cooling Solutions Ltd. will not accept claims for personal injury, destruction of goods, loss of refrigerant, loss of revenue or other losses resulting from a malfunction of the product, during the warranty period and after completion of the warranty.

Note: The costs of disassembly, transport and reassembly for analysis will be borne by the customer. The guarantee does not cover damage suffered during the performance of these activities.

The cost of repair or replacement in or by these circumstances excluded from the warranty, will be borne by the customer.

15. This card is not valid without date of sale, signature, and stamp of the seller.

16. All legal issues will be resolved by the Courts and Tribunals of the place where Area Cooling Solutions Ltd. has its domicile (Spain or Poland).

*Date and signature of the recipient:*

*Seller's signature:*

**Area Cooling Solutions Sp. z o.o.**  
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