1 Warranty Terms

At Danfoss, we find it of great importance to deliver high quality products that meet our customers' expectations. Danfoss offers warranty for DEVI brand valid from the date of purchase that was no later than 2 years from production date on the following conditions: During the warranty period Danfoss shall offer a new comparable product of DEVI brand or repair the product if the product is found to be faulty by reason of defective design, materials or workmanship. The decision to either repair or replace will be solely at the discretion of Danfoss.

The warranty is a series of five individual warranties to provide long-term support and confidence while using Electric Heating products.

We provide two warranty types: **Product warranty** and **Full-service warranty valid from the 1st of July, 2021**.

Product warranty



The product warranty is valid for the agreed warranty period and shall offer a new comparable product or repair of the product if it is found to be faulty by reason of defective design, materials or workmanship. This warranty covers all our products that are not covered by Full-service warranty. Its term may vary depending on different product types (as shown in the table below).

Product warranty covers costs for:

- product replacement with a new comparable product or repair of the product
- transportation costs

Full-service warranty



If the product is covered by full-service warranty, in addition to repair or replacement of the defective product Danfoss will also compensate installation costs and any damage to floor/surface materials (e.g. brickwork, tiles and roof surface) if the damage is caused by the defective product or is an unavoidable result of repairing the defective product. Except for such costs and damage, Danfoss shall not be liable for any resulting losses or consequential or incidental damages including, but not limited to, damages to property or extra utility expenses. No extension of the warranty period following repairs undertaken is granted.

Full-service warranty is valid for resistive ready-made heating cables and mats. Specific product groups can be found in below table.



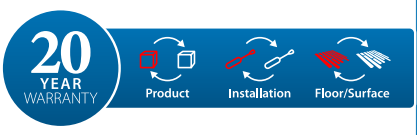



Full-service warranty covers costs for:

- inspection of the warranty claim
- product replacement with a new comparable product or repair the product
- payments for the installation
- floor materials of similar type or price level (e.g. damage to brickwork and tiles)
- transportation costs

The warranty shall be valid only if the WARRANTY CERTIFICATE is completed correctly and in accordance with the instructions; and provided if the fault is submitted to the installer or the seller without undue delay and proof of purchase is provided.
The warranty shall not cover any damage caused by incorrect conditions of use, incorrect installation or if installation has been carried out by non-authorized installers. All work will be invoiced in full if Danfoss is required to inspect or repair faults that have arisen as a result of any of the above. The DEVIwarranty shall not extend to products which have not been paid in full. Danfoss will, at all times, provide a rapid and effective response to all complaints and inquiries from our customers.
All claims not meeting the above conditions are explicitly excluded from the DEVIwarranty.

For all our products, we maintain the following warranties:

	**Ready-made heating cables:** • DEVIbasic™ • DEVIcomfort™ • DEVIflex™ • DEVIsnow™ • DEVIasphalt™ • DEVIsafe™	**Ready-made heating mats:** • DEVIheat™ • DEVIcomfort™ • DEVImat™ • DTCE • DEVIflex™ • DEVIsnow™ • DEVIasphalt™	
	**Ready-made heating cables:** • DEVIaqua™		
	**Drum goods:** • DEVIpipeguard™ LSZH (T)		**Other products:** • DEVIcell™
	**Ready-made heating cables:** • DEVIpipeheat™ • DEVIliceguard™ **Drum goods:** • DEVIbasic™ • DEVIsnow™ • DEVIsport™ • DEVImulti™ • DEVIpipeheat™ • DEVIhotwatt™ (B) • DEVIpipeguard™ (B) • DEVIpipeguard™ Industry • DEVIliceguard™ (B) • DEVIliceguard™ (T)	**Ready-made heating mats:** • DEVIdry™ • DEVIheat™ Sport 90S	**Thermostats / Controllers:** • DEVIreg™ Touch • DEVIreg™ Smart

			Thermostats / Controllers:
2 YEAR WARRANTY Product			• DEVIreg™ 233 • DEVIreg™ 130 • DEVIreg™ 132 • DEVIreg™ 530 • DEVIreg™ 531 • DEVIreg™ 532 • DEVIreg™ Opti • DEVIreg™ Basic • DEVIreg™ Room • DEVIreg™ Hotwater • DEVIreg™ 330 • DEVIreg™ 316 • DEVIreg™ 610 • DEVIreg™ Multi • DEVIreg™ 850 IV **Other products:** • DEVItemp™ Fan Heater • DEVItronic™ • DEVIfoil™ Mirror **All accessories**

** All warranties are valid from the date of purchase.*

2 Warranty Process

The installation of our products must be performed by an authorized installer. In order to apply for the warranty, you need to have a valid Warranty certificate.

To have a valid **Product warranty or Full-service warranty**, you need to follow these requirements:

1. Product must be installed by authorized installer according to the specific installation guide related to corresponded product.
2. Insulation and conductors' resistance of heating elements must be checked before and during the installation and noted in Warranty certificate.
3. The product Warranty certificate must be filled in, stamped and signed by the authorized installer performing the installation.
4. After the installation is performed, store and keep the warranty certificate during the whole warranty period.



Warranty

A 20-year full-service warranty is valid for:
- heating cables: DEVIbasic™, DEVIcomfort™, DEVIflex™, DEVIsafe™, DEVIsnow™, DEVIasphalt™.
- heating mats: DEVIheat™, DEVIcomfort™, DEVImat™, DTCE, DEVIsnow™, DEVIasphalt™.

Should you, against all expectations, experience a problem with your DEVI product, you will find that Danfoss offers DEVIwarranty valid from the **date of purchase that was no later than 2 years from production date** on the following conditions: During the warranty period Danfoss shall offer a new comparable product or repair the product if the product is found to be faulty by reason of defective design, materials or workmanship. The decision to either repair or replace will be solely at the discretion of Danfoss.

In addition to repair or replacement of the defective product Danfoss will also compensate installation costs and any damage to floor/surface materials (e.g. brickwork, tiles or roof surface) if the damage is caused by the defective product or is an unavoidable result of repairing the defective product for all products with full-service warranty. Except for such costs and damage, Danfoss shall not be liable for any resulting losses or consequential or incidental damages including, but not limited to, damages to property or extra utility expenses. No extension of the warranty period following repairs undertaken is granted.

The warranty shall be valid only if the WARRANTY CERTIFICATE is completed correctly and in accordance with the instructions, the fault is submitted to the installer or the seller without undue delay and proof of purchase is provided. Please note that the WARRANTY CERTIFICATE must be filled in, stamped and signed by the authorized installer performing the installation (Installation date must be indicated). After the installation is performed, store and keep the WARRANTY CERTIFICATE and purchase documents (invoice, receipt or similar) during the whole warranty period.

The DEVIwarranty shall not cover any damage caused by incorrect conditions of use, incorrect installation or if installation has been carried out by non-authorized electricians. All work will be invoiced in full if Danfoss is required to inspect or repair faults that have arisen as a result of any of the above. The DEVIwarranty shall not extend to products which have not been paid in full. Danfoss will, at all times, provide a rapid and effective response to all complaints and inquiries from our customers.

All claims exceeding the above conditions are explicitly excluded from the DEVIwarranty.

For full warranty text visit **www.devi.com. devi.danfoss.com/en/warranty/**

WARRANTY CERTIFICATE

The DEVIwarranty is granted to:
The insulation resistance shall be measured by means of a DC voltage of at least 1000 V for one minute. The measured value shall be no less than 50 MΩ.

Address _____ Stamp

Purchase date _____

Serial number of the product _____

Product _____ Art. No. _____

Installation Date & Signature _____ Cable resistance [Ω] _____ Insulation [MΩ] _____

Connection Date & Signature _____ Cable resistance [Ω] _____ Insulation [MΩ] _____

E.g. Sample of Warranty Certificate is placed inside each box.

NB: *Availability of the Warranty certificate is mandatory requirement to apply for warranty services.*

If you want to apply for Full-service warranty or Product warranty, please follow the next steps:

1. Find your product warranty certificate. (Customer).
2. Contact the authorized installer who performed the installation and ask him to start up the warranty claim with the used distributor. (Customer).
3. Distributor contacts local Danfoss organization (Distributor).
4. Local Danfoss organization will appoint or approve a technical expert to check product and installation (depending on country, it could be: service center / DEVI sales representative). (Danfoss).
5. In warranty case, the appointed expert provides the conclusion report and all necessary documentation and images to DEVI sales representative. (Installer or DEVI representative).
6. DEVI representative provides report and all necessary images for evidences to Danfoss quality department. (DEVI representative).
7. Danfoss will evaluate the report (Danfoss).
   a. if the report is approved by Danfoss, all liabilities will be covered.
   b. the report is not approved by Danfoss, or inspection shows that product was damaged during the installation or by other reasons which are not described by the installation guide, all costs related to the warranty claim are covered by the customer.
8. In contradictive situations, the decision to either repair or replace will be solely at the discretion of Danfoss. All additional tests by Danfoss will be provided free of charge. (Danfoss).