

WARRANTY AND POST-WARRANTY TERMS for VENTBOX heat recovery ventilation units Effective

from: April 1, 2025

1. Warranty and Liability

1.1 General Information

VENTBOX units are subject to the manufacturer's General Terms and Conditions in their currently valid version. Warranty provision is governed by these warranty terms and applies only to material replacement. Services are not covered by the warranty. The warranty is valid only when the following conditions are met.

1.2 Warranty Conditions

- The warranty period for the VENTBOX unit is 24 months from the date of taxable supply stated on the manufacturer's invoice (LICON s.r.o.), or from the date of dispatch or manufacturing as indicated on the product label.
- Spare parts are covered by a 6-month warranty from delivery, provided they are installed by a qualified technician.
- Repairs or replacements do not extend the warranty period.
- The warranty applies only to material and construction defects arising within the warranty period.
- Warranty claims are not accepted if non-original filters are used, filter replacement intervals are not followed, or the unit is improperly installed.
- The unit may only be commissioned and handed over by the manufacturer, seller, or service technician.
- A Commissioning and Regulation Report must be completed and sent (in writing or electronically) to the manufacturer within 14 days of commissioning.
- The unit must be demonstrably operated and maintained in accordance with the operation and maintenance manual.

1.3 Warranty Expiry

The warranty becomes void if:

- The unit is improperly handled or transported
- The unit is stored incorrectly
- The manual is not followed or the unit is misused
- There is mechanical damage
- The unit is subject to extreme operating conditions
- The warranty period is exceeded

LICON s.r.o.

Svárovská 699, 463 03, Stráž nad Nisou, Czech Republic

Tel.: +420 485 131 157, e-mail: info@licon.cz, www.licon.cz

VAT: CZ60462183, Account number for foreign currency payments: 1017371283/0300

SWIFT/BIC: CEKOCZPP, EUR IBAN: CZ44 0300 0000 0010 1737 1283

Registered in the Business Register at the Ústí nad Labem Regional Court, file C, folder 45470

- The unit is used contrary to its intended purpose or the manual
- The unit is not commissioned by an authorized service technician or no Commissioning Report was submitted
- Original filters M5 (ePM10 55%) or F7 (ePM1 70%) are not used
- Filter replacement intervals are not observed
- Non-original parts are installed
- The installation or wiring is unprofessional
- The system becomes contaminated or misused
- Unauthorized modifications or interventions are made
- External factors (e.g., overvoltage, flooding, natural disasters) cause damage
- Wear and tear occurs — unless proven otherwise, it is assumed the unit has been operated continuously

1.4 Service Conditions and Commissioning

- Commissioning must be performed only by a service technician authorized by the manufacturer.
- Commissioning is invoiced separately and includes wiring inspection, commissioning, user training, and report issuance.
- The warranty period for units subject to mandatory commissioning is 24 months from the date of taxable supply, dispatch, or manufacturing.
- Commissioning includes VENT ductwork inspection, unit startup, user training, and device handover.
- A completed Commissioning and Regulation Report must be emailed to: servis@licon.cz within 14 days.
- The current list of service technicians is available at www.licon-heat.com

2. Liability

- VENTBOX units are intended exclusively for use in comfort ventilation systems.
- The manufacturer is not liable for damages resulting from other uses (e.g., drying new buildings).
- The manufacturer is not responsible for damage caused by ignoring safety instructions, unprofessional installation, non-original parts, contamination, or lack of maintenance.
- If connected to a WC system, do not use cleaning agents containing chlorine, ammonia, acids, or other aggressive chemicals that could corrode metal parts, damage electronics, or reduce unit lifespan.

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3. Safety Instructions

- Installation, commissioning, and maintenance may only be performed by qualified service personnel.
- Installation must comply with applicable regulations.
- Air ducts must not be disconnected during operation.
- Disconnect the unit during servicing.
- Follow filter replacement and valve cleaning instructions.
- Modifying the unit is prohibited.
- The unit should not be fully switched off; a minimum airflow of 10% should be maintained.
- Full shutdown may lead to condensation, mould growth, corrosion, and damage to electrical parts.

4. Storage and Transport

- Store the unit in dry, clean rooms at 0°C to 40°C.
- Store on a firm, level surface without stacking.
- Protect the unit from mechanical damage and water during transport.
- Maximum storage time without installation is 6 months. Regularly inspect packaging and ventilate if needed.

5. Downtime and Emergencies

- During downtime, treat the unit as stored.
- Do not operate during construction; seal ductwork.
- During long-term shutdowns, protect the unit from dust, moisture, and dirt to prevent corrosion and damage.
- In case of fire, disconnect the unit from the mains and call emergency services.

6. Installation

- Installation and commissioning must follow the installation manual provided by the manufacturer.
- Follow safety rules and use protective equipment.
- Do not remove protective film or connect the unit without inspection.
- Install the unit only in rooms with a minimum temperature of 5°C and relative humidity up to 60% at 20°C.
- For operation below 5°C, an insulation box must be installed.

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- The unit must be commissioned no later than 2 months after installation.
- After commissioning, do not shut the unit down; operate it at a minimum of 10% airflow or in an intermittent mode (at least 1 hour/day).

7. Claims and Defects

- The buyer must submit warranty claims in writing to the seller or manufacturer immediately after discovering a defect.
- Claims must be submitted via the form at: <https://licon-heat.com/heat-recovery-units/customer-care/complaint>
- The claim must include a detailed defect description and serial number of the defective unit.
- After receiving the completed form, the manufacturer will confirm receipt, assess the defect, and propose a solution.
- If accepted, the manufacturer will forward the case to a service partner, who will contact the buyer to arrange a repair.
- Repairs are performed on-site. A service report will be signed by the buyer, who may include comments.
- Based on this report and other findings, the manufacturer will confirm or reject the claim.
- In the case of an unjustified claim, all service costs will be charged to the buyer according to the local service partner's price list.

8. Final Provisions

- Only authorized service companies may perform warranty or post-warranty repairs.
- The manufacturer accepts no liability for damages resulting from non-compliance with these terms.

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