TYTAN

WARRANTY CARD

Date of production:	QC:	Shop stamp:
Cat. No. / Serial No.:	Date of sale:	

Warranty terms for equipment:

The warrantor guarantees that the product (hereinafter referred to as the ‘device’) covered by this warranty certificate is free from defects in materials and manufacturing.

1. The buyer’s rights under the warranty are subject to the conditions set out in the warranty card.
2. The warranty periods are:
- for an enamelled tank - 30L, 50L, 80L, 100L - 60 months*,
- for the remaining parts - 24 months.
3. In the case of a failure, please contact Hydroland’s repair service – tel. +48 697 014 141, +48 12 272 56 56, serwis@hydroland.com.pl. The repair service will arrange for the faulty unit to be collected via courier or by personal collection. The customer will be informed within 14 working days of how the complaint has been dealt with. When submitting a complaint to the after-sales service, please provide the following details: the product catalogue number and serial number (found on the rating plate or on the first page of the warranty card), the date of purchase, a description of the fault, the exact installation address and a contact telephone number.
4. In order for a device to be repaired under warranty, the user must present the purchase invoice or a receipt from a cash register, together with the warranty card – which must be correctly filled in, complete, stamped by the shop and the fitter, and free from any changes.
Please keep the warranty card for the entire lifetime of the appliance. The magnesium anode in the appliance must be replaced at least once every 18 months – this replacement is not covered by the warranty. You must keep the proof of purchase for the anodes and the entries in the warranty card relating to their replacement. Regular replacement of the magnesium anode is a condition for maintaining the warranty on the tank. The water heater must not be installed without a fully functional safety valve. Keep the proof of purchase and the safety valve’s warranty card available for inspection by the service team. The safety valve must be fitted directly upstream of the water heater on the cold water supply pipe.
5. Only use valves approved by the Technical Inspection Authority and suitable for the capacity of the water heaters. The safety valve must be used in accordance with the valve’s operating instructions.
6. It is strictly forbidden to fit any additional devices (e.g. a shut-off valve, a non-return valve, etc.) between the safety valve and the water heater. The only recommended fitting is a T-piece for draining the water heater.
7. The installation and launch of the equipment covered by the warranty must be carried out with due care by a qualified electrician or installer, in accordance with the rules laid down by law and the operating and installation instructions.
8. The appliance must be protected from direct sunlight and from any damage to its plastic components. The heater must not be installed in rooms where the ambient temperature may fall below 0°C.
The heater must be installed in covered areas that are not exposed to the elements (rain, snow, sunlight, etc.). Plastic pipes not rated for operation at 100°C and a pressure of 0.6 MPa must not be used to connect the heaters.
9. The heater must be installed in such a way as to ensure easy access to it (e.g. for maintenance, repair or replacement).
The warrantor shall not be liable for any inconvenience or costs arising from structural alterations to the building or premises necessitated by the conditions at the installation site (e.g. doors or corridors that are too narrow) – these are not covered by the warranty or guarantee; any claim for their reimbursement will be rejected by the warrantor.

* Provided that the magnesium anode is replaced at least once every 18 months. Replacement is not covered by the warranty (please keep your receipts for the anodes and make a note of the replacement in the warranty card).

Confirmation of the installation the device	Confirmation of magnesium anode replacement (chargeable
	Date and signature of the authorised person
Type:	Date and signature of the authorised person
Serial number:	Date and signature of the authorised person
Installation date:	
Fitter’ s stamp and signature:	

If the water heater needs to be installed in an unusual location (e.g. in an attic, in living areas with water-sensitive flooring, in storage areas, etc.), the premises must be protected against any potential water leaks and consideration should be given to installing equipment to collect and drain this water, in order to prevent secondary damage.

10. The guarantor may refuse to carry out warranty repairs on a product if damage resulting from corrosion has been caused by aggressive water– or due to insufficient water conductivity (at least 150 $\mu S/cm^{-1}$).

11. Any mechanical damage to the tank will invalidate the warranty. Servicing is carried out within the Republic of Poland.

12. The warranty does not cover:

12.1. damage resulting from improper transport,

12.2. normal wear and tear of the heater,

12.3. damage caused intentionally or through negligence,

12.4. mechanical damage or damage resulting from weather conditions (e.g. frost) and exceeding the permissible operating pressure indicated on the rating plate.

12.5. malfunctions caused by the use of fittings that do not comply with applicable standards,

12.6. failures caused by the installation or operation of non-functioning or damaged safety valves,

12.7. damage resulting from improper use,

12.8. damage resulting from failure to comply with the instructions in the user manual,

12.9. cases where there is a difference of up to 12°C between the domestic hot water temperature at the tap and the reading on the thermometer in the tank (this may be influenced by, amongst other things, thermostat hysteresis, the distance between the tank and the tap, or a low temperature in the room where the heater is installed),

12.10. cases relating to the natural formation of limescale,

12.11. damage caused by fire, flood, lightning strike, electrical surge or other unforeseeable circumstances,

12.12. faults resulting from the use of non-genuine spare parts not included in the product range, such as heating elements, magnesium anodes, thermostats, thermometers, seals, etc.,

12.13. the occurrence of electrochemical corrosion (e.g. due to the absence of dielectric connectors in mixed systems),

12.14. damage resulting from a failure to replace the magnesium anodes within the timeframes specified in the warranty certificate

12.15. the need to periodically clean the tank of accumulated sediment,

12.16. replacement of the magnesium anode,

12.17. replacement of operating fluids (other than water), and the installation and removal of the equipment covered by this warranty.

13. The warranty period is not renewable or extended as a result of the performance of warranty obligations.

ATTENTION - Throughout the product's lifetime, you must keep proof of purchase (a receipt or invoice) and the warranty card – which must be correctly completed, in full, stamped by the shop and the installer, and free from any alterations.

Warrantor: HYDROLAND Sp.
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HYDROLAND.COM.PL

Owner's signature								
Service's signature								
Repair description								
No.								