

PoolLock Factory

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Warranty on Proteam Heat Pumps

P, GP and G models

1 year Exchange Guarantee if defectiveness is caused by defective cooling or heating parts or by leakage of refrigerant

2 years Guarantee on all parts

5 years Guarantee on Heat Exchanger

+

8 years limited Guarantee (scale down – see table below)

1 year Exchange Guarantee on defective cooling / heating parts and leakages

If the unit is defective because of a defective refrigerant component (heating or cooling component) within 1 year from shipment date, there will be sent a complete new Heat Pump. The buyer will exchange the new unit with the defective one. We will pay the freight both ways (from and to our stock). If the claimed defective Heat Pump shows no defect in either the cooling or heating parts of the Heat Pump we will charge our costs plus 20 % of list price of the unit.

For defective sensor and display units we will send new component free of charge to the address given by our buyer.

The exchanged part must be sent back to PoolLock or Proteam Europa within 2 months, with name of the buyer and name of user.

2 years Guarantee on all parts

PoolLock will repair the defective part or deliver a new part. The defective part must be delivered to PoolLock warehouse or to PoolLock factory in CZ, for repair or for evaluation. Freight, custom, custom clearance, labour or other costs connected to the exchange of defective parts are not covered by the guarantee. The defective parts must be returned within 2 months after delivery/shipment of interchangeable part. Instructions for returning defective parts will be given by PoolLock. Shipped replacement part(s) will be invoiced if the old parts are not returned within 2 months. Repair work on defective parts delivered or sent to PoolLock factory in CZ is covered by our guarantee. Repair work or exchange work at the installation site is not covered by our guarantee; travel cost for technician to and from the installation address is not covered by our guarantee and will be charged.

The guarantee is only valid to the name of the buyer on the invoice for the product in the question. PoolLock is not responsible for different guarantees given to the end user by the buyer of our product. The guarantee is invalid if the buyer of the product has the outstanding amount older than 3 months after due date.

PoolLock has no responsibility for defectiveness caused by wrong pool water parameters (low or high Ph, high chlorine level, wrong water balance, wrong alkalinity & hardness, high chloride levels or high cyanuric acid level). PoolLock has also no responsibility for consequential loss/damages caused by PoolLock products. If any legal action is taken the case shall be held for court in Czech Republic.

This guarantee has specific exclusions:

- Accidental damage or damage due to abuse, misuse or vandalism

No liability is accepted for any damage caused to persons or property as a result of failure to follow product safety instructions, misuse, or as a result of alternative installation methods, fixings or applications outside of those specified by PoolLock.

5 years Guarantee on Heat exchanger

Defective Heat exchanger within 5 years after shipment date will be repaired or new will be supplied (heat exchanger that has been damaged by freezing is not covered by the guarantee).

8 years limited Guarantee (scale down table)

From shipping date	Charge from valid price list
	All parts
Less than 12 months	0%
More than 12 less than 24 months	0%
More than 24 less than 36 months	20%
More than 36 less than 48 months	30%
More than 48 less than 60 months	40%
More than 60 less than 72 months	50%
More than 72 less than 84 months	60%
More than 84 less than 96 months	70%
More than 96 less than 108 months	80%
More than 108 less than 120 months	90%
More than 120 months	100%

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