



# WARRANTY TERMS AND CONDITIONS

for SALUS products

## 1. Subject of the Guarantee:

1.1. All products offered by SALUS Controls have a warranty of the exclusive distributor/importer, QL CONTROLS Sp. z o.o. Sp. k. based at Rolna 4 Street, 43-262 Kobielice, POLAND (hereinafter referred to as the 'Guarantor') ensures the high quality goods, free from defects, and provide the guarantee for:

Model	Product name	Warranty period
UGE600	Universal gateway	5 YEARS
VS10WRF	Extra thin thermostat with a clear display and elegant design	5 YEARS
VS10BRF	Extra thin thermostat with a clear display and elegant design	5 YEARS
VS20WRF	Digital thermostat with a clear display and elegant design	5 YEARS
VS20BRF	Digital thermostat with a clear display and elegant design	5 YEARS
HTRP-RF(50)	Digital thermostat with a minimalistic design	5 YEARS
HTRS-RF(30)	Digital thermostat with a minimalistic design	5 YEARS
HTR-RF(20)	Electronic thermostat for those who appreciate the classic style of the panel	5 YEARS
TS600	Temperature sensor	5 YEARS
KL08RF	Wiring centre, for 8 zones	5 YEARS
KL08RF 24V	Wiring centre, for 8 zones	5 YEARS
KL04RF	Wiring centre extension for KL08RF	5 YEARS
08RFA	External antenna for enhancing the communication signal of the wiring centre	5 YEARS
TRV10RFM	Smart thermostatic radiator valve	5 YEARS
TRV28RFM	Smart thermostatic radiator valve	5 YEARS
TRV10RAM	Smart thermostatic radiator valve	5 YEARS
TP10	Tamper-proof cover for TRV head	-
TP28-30	Tamper-proof cover for TRV head	-
RX10RF	Heat source control module	5 YEARS
SPE600	Smart Plug	5 YEARS

<b>SR600</b>	Smart Relay	<b>5 YEARS</b>
<b>SW600</b>	Opening sensor in slim	<b>5 YEARS</b>
<b>OS600</b>	Opening sensor in standard	<b>5 YEARS</b>
<b>CSB600</b>	Single button-activator for OneTouch rules	<b>5 YEARS</b>
<b>SB600</b>	Double button-activator for OneTouch rules	<b>5 YEARS</b>
<b>WLS600</b>	Water leak sensor	<b>5 YEARS</b>
<b>SD600</b>	Smoke detector	<b>5 YEARS</b>
<b>RS600</b>	Roller shutter	<b>5 YEARS</b>
<b>RE600</b>	ZigBee network repeater	<b>5 YEARS</b>
<b>RE10RF</b>	ZigBee network repeater	<b>5 YEARS</b>
<b>SRS600</b>	An elegant housing for mounting SR600 on the wall or ceiling	<b>5 YEARS</b>
<b>FC600</b>	Fan Coil thermostat	<b>5 YEARS</b>
<b>FC600-M 0-10V</b>	The module is designed for fans with an EC motor	<b>2 YEARS</b>
<b>VS30W</b>	Extra thin thermostat with a clear display and elegant design	<b>5 YEARS</b>
<b>VS30B</b>	Extra thin thermostat with a clear display and elegant design	<b>5 YEARS</b>
<b>VS35W</b>	Extra thin thermostat with a clear display and elegant design	<b>5 YEARS</b>
<b>VS35B</b>	Extra thin thermostat with a clear display and elegant design	<b>5 YEARS</b>
<b>KL08NSB</b>	Wiring centre, for 8 zones	<b>5 YEARS</b>
<b>KL04NSB</b>	Wiring centre extension for KL08NSB	<b>5 YEARS</b>
<b>HTRP230(50)</b>	Digital thermostat with a minimalist design	<b>5 YEARS</b>
<b>HTRP24(50)</b>	Digital thermostat with a minimalist design	<b>5 YEARS</b>
<b>HTRS230(30)</b>	Digital thermostat with a minimalist design	<b>5 YEARS</b>
<b>HTR230(20)</b>	Electronic thermostat in a classic design	<b>5 YEARS</b>
<b>HTR24(20)</b>	Electronic thermostat in a classic design	<b>5 YEARS</b>
<b>BTRP230(50)</b>	Digital thermostat dedicated for mounting in a 55x55 cm frame	<b>5 YEARS</b>
<b>BTR230(20)</b>	Electronic thermostat in a classic design, dedicated for mounting in a 55x55 cm frame	<b>5 YEARS</b>
<b>ERT20230V</b>	Electronic thermostat	<b>2 YEARS</b>
<b>ERT2024V</b>	Electronic thermostat	<b>2 YEARS</b>
<b>RT10230V</b>	Electronic thermostat	<b>2 YEARS</b>
<b>RT1024V</b>	Electronic thermostat	<b>2 YEARS</b>
<b>KL06-M</b>	Wiring centre, for 6 zones	<b>2 YEARS</b>
<b>KL0624V</b>	Wiring centre, for 6 zones	<b>2 YEARS</b>
<b>KL06 + PL06</b>	Wiring centre, for 6 zones with PL06 module	<b>2 YEARS</b>
<b>PL07</b>	Boiler and pump control module for KL06 wiring centre	<b>2 YEARS</b>

<b>PL06</b>	Boiler or pump control module for KL06 wiring centre	<b>2 YEARS</b>
<b>THB23030</b>	Autobalancing actuator	<b>5 YEARS</b>
<b>T30NC 230V</b>	Thermoelectric actuators for controlling operation of particular heating circuits	<b>5 YEARS</b>
<b>T30NC 24V</b>	Thermoelectric actuators for controlling operation of particular heating circuits	<b>5 YEARS</b>
<b>T28NC</b>	Thermoelectric actuators for controlling operation of particular heating circuits	<b>5 YEARS</b>
<b>T30NO 230V</b>	Thermoelectric actuators for controlling operation of particular heating circuits	<b>5 YEARS</b>
<b>T30NO 24V</b>	Thermoelectric actuators for controlling operation of particular heating circuits	<b>5 YEARS</b>
<b>RT520</b>	Thermostat with OpenTherm (Boiler Plus) communication	<b>5 YEARS</b>
<b>RT520RF</b>	Thermostat with OpenTherm (Boiler Plus) communication	<b>5 YEARS</b>
<b>iT500</b>	Internet thermostat	<b>4 YEARS</b>
<b>xT500</b>	Internet thermostat	<b>4 YEARS</b>
<b>iT300</b>	Temperature sensor for the iT500 thermostat	<b>4 YEARS</b>
<b>RT310i</b>	Internet thermostat	<b>5 YEARS</b>
<b>RT310iSPE</b>	Internet thermostat	<b>5 YEARS</b>
<b>RT310iSR</b>	Internet thermostat	<b>5 YEARS</b>
<b>RT310</b>	Electronic room thermostat - daily	<b>5 YEARS</b>
<b>RT310RF</b>	Electronic room thermostat - daily	<b>5 YEARS</b>
<b>RT310TX</b>	Electronic room thermostat	<b>5 YEARS</b>
<b>RT310SPE</b>	Electronic room thermostat - daily	<b>5 YEARS</b>
<b>RT310SR</b>	Electronic room thermostat - daily	<b>5 YEARS</b>
<b>RT510</b>	Electronic thermostat - programmable	<b>5 YEARS</b>
<b>RT510RF</b>	Electronic thermostat - programmable	<b>5 YEARS</b>
<b>RT510TX</b>	Electronic room thermostat	<b>5 YEARS</b>
<b>RT510SPE</b>	Electronic thermostat - programmable	<b>5 YEARS</b>
<b>RT510SR</b>	Electronic thermostat - programmable	<b>5 YEARS</b>
<b>iTG310</b>	Internet gateway	<b>5 YEARS</b>
<b>SPE868</b>	Smart Plug	<b>5 YEARS</b>
<b>SR868</b>	Additional receiver	<b>5 YEARS</b>
<b>RXRT510</b>	Additional receiver	<b>5 YEARS</b>
<b>RXRT505</b>	Additional receiver	<b>4 YEARS</b>
<b>091FLv2</b>	Electronic thermostat	<b>5 YEARS</b>
<b>091FLRFv2</b>	Electronic thermostat	<b>5 YEARS</b>
<b>T105</b>	Electronic thermostat	<b>2 YEARS</b>
<b>T105RF</b>	Electronic thermostat	<b>2 YEARS</b>

<b>ERT20RF</b>	Electronic thermostat	<b>2 YEARS</b>
<b>RT100</b>	Mechanical thermostat	<b>2 YEARS</b>
<b>RT200</b>	Electronic room thermostat	<b>2 YEARS</b>
<b>EP110</b>	Single channel programmer	<b>2 YEARS</b>
<b>EP210</b>	Double channel programmer	<b>2 YEARS</b>
<b>EP310</b>	Triple channel programmer	<b>2 YEARS</b>
<b>MULTI-MIX</b>	Weather controller of integrated heating systems	<b>2 YEARS</b>
<b>MULTI-MIX MODULE B</b>	Extension module	<b>2 YEARS</b>
<b>MULTI-MIX MODULE C</b>	Extension module	<b>2 YEARS</b>
<b>WT100</b>	Weather thermostat	<b>2 YEARS</b>
<b>PCSOL 201</b>	Solar circuits controller	<b>2 YEARS</b>
<b>AT10</b>	Pipe / Cylinder thermostat	<b>2 YEARS</b>
<b>AT10F</b>	Pipe / Cylinder thermostat	<b>2 YEARS</b>
<b>STP1</b>	Pump controller for CH system	<b>2 YEARS</b>
<b>PC11</b>	Pump controller for CH system	<b>2 YEARS</b>
<b>PC11W</b>	Pump controller for CH or DHW system	<b>2 YEARS</b>
<b>PC11HW</b>	Pump controller for CH and DHW system	<b>2 YEARS</b>
<b>PMV21</b>	Two-way valve, shut-off (zone)	<b>2 YEARS</b>
<b>PMV24</b>	Two-way valve, shut-off (zone)	<b>2 YEARS</b>
<b>PMV31</b>	Three-way valve, diverter (zone)	<b>2 YEARS</b>
<b>PMV34</b>	Three-way valve, diverter (zone)	<b>2 YEARS</b>
<b>MD22A</b>	MAG-Defender. Full flow magnetic filter	<b>5 YEARS</b>
<b>MD34AWO</b>	MAG-Defender. Full flow magnetic filter	<b>5 YEARS</b>
<b>LX1</b>	Inhibitor	-
<b>LX2</b>	Sludge remover	-
<b>LX3</b>	Cleaner	-
<b>RM-16A</b>	16 A relay module	<b>2 YEARS</b>
<b>FS300</b>	Temperature sensor	-
<b>CT10-X 3M</b>	Heating circuit temperature sensor	-
<b>CT6-PT1000</b>	Container temperature sensor	-
<b>CT6W-PT1000</b>	Collector temperature sensor	-
<b>RR868</b>	Mains switch	<b>5 YEARS</b>
<b>KL10RF</b>	Wiring centre, for 8 zones + DWH	<b>5 YEARS</b>
<b>VS10W</b>	Digital thermostat (ComBus)	<b>5 YEARS</b>

<b>VS10B</b>	Digital thermostat (ComBus)	<b>5 YEARS</b>
<b>VS05</b>	Electronic thermostat (ComBus)	<b>5 YEARS</b>
<b>KL10</b>	Wiring centre (ComBus) + DWH	<b>5 YEARS</b>
<b>ERT50VF</b>	Digital thermostat	<b>2 YEARS</b>
<b>091FL</b>	Electronic thermostat	<b>4 YEARS</b>
<b>091FLRF</b>	Electronic thermostat	<b>4 YEARS</b>
<b>TH3</b>	Electronic thermostat	<b>2 YEARS</b>
<b>RT500</b>	Electronic thermostat	<b>2 YEARS</b>
<b>RT500RF</b>	Electronic thermostat	<b>2 YEARS</b>
<b>PCSOL150</b>	Solar circuits controller	<b>2 YEARS</b>
<b>PCSOL200 BASIC</b>	Solar circuits controller	<b>2 YEARS</b>
<b>PCSOL200 CLASSIC</b>	Solar circuits controller	<b>2 YEARS</b>

1.2. Warranty period for the products to be delivered will be 24 months from the date of sale of the product by the Distributor to its Customer. However not longer than 36 months from the date of sale of product by QL Controls to the Distributor.

## **2. Conditions which Warranty contains.**

2.1. Warranty and post-warranty service will be carried out by the Distributor's service staff. Under the warranty services the Distributor is obliged to check any complaints of the Clients. This warranty covers hidden manufacturing defects, revealed during the warranty period.

2.2. This warranty will not apply if any defect or damage is a result of:

- incorrect installation that is not in compliance with the manual;
- usage and maintenance, which is not in accordance with product instruction and against its destination;
- inadequate servicing (application of chemicals, caustic or abrasive substances for case, display and buttons maintenance);
- unauthorized service interference (repair, alteration or modification carried out without the written permission of the Guarantor);
- improper handling, storage, an improper services (including not using of recommended maintenance) or random events such as: a fire, a gas leak, flooding, a breakdown of electricity, lightning and power line surges; Or if damage occurs:
- during delivery;
- as a consequence of natural product use.

2.3. Guarantee rights are entitled only to the Client, who is able to submit the proof of purchase. Otherwise the claim shall be null and void.

2.4. This guarantee shall not exclude, limit or suspend the Customer rights when the provided product is inconsistent with the purchase agreement.

### **3. Registration of complaints.**

3.1. To start a warranty service the complaint has to be notified and approved at location where the purchased has taken place or via e-mail: [serwis@salus-controls.pl](mailto:serwis@salus-controls.pl), using a complaint protocol available to download on SALUS website: [www.salus-controls.pl](http://www.salus-controls.pl), in a Tab named 'Download' or 'Technical support'.

3.2. The contesting complaint must be made within 2 working days after the defect was detected.

The Purchaser is obligated to specify whether the claims is on the ground of warranty or on any other grounds. Otherwise it will be deemed that the claim is made on the basis of commercial guarantee.

3.3. The Guarantor commits to investigate the claim within 14 working days from the date of receiving the faulted goods. In case of need for technical clarifications of the product to determine the cause of the defect, this term may be prolonged. In this situation a replacement product will be hire for Distributor/Claimant by Guarantor, as to allow its to be used. Hiring products shall not considered or interpreted as acceptance of the claim.

3.4. Guarantor reserves itself the right to choose the manner of eliminating the defect (fault) of the goods.

3.5. Where the product's fault, which is the subject of the complaint, is removable (based on Guarantor assessment), whole warranty repairs shall be implemented under the Warranty service. If the nature of the defect does not require repair under the factory conditions, the Guarantor or his authorized representative may make warranty repairs in the Applicant's premises where defective products are located. In such case the Applicant is obliged to make an effort in the interaction and enable the repair of the products. If the nature of the defect requires its removal under the factory conditions, the Applicant, at the request of the Guarantor, is obliged to deliver to the Guarantor or his representative the product or its components by himself or at the expense of the Guarantor, using a courier according to the guidelines contained in the service protocol available at [www.salus-controls.pl](http://www.salus-controls.pl)

3.6. Guarantor shall not be required to provide replacement product to the Distributor/Claimant during warranty service, with the exception laid down in point 3.3. Refusal to give the product for guarantor (or its parts) for repair under factory conditions or if applicant prevent repair at his premises will mean that the Guarantor has been discharged from the warranty obligations and that the applicant has renounced any warranty claims against the Guarantor.

3.7. In case where:

- the defect is irremovable or
- the removal is not justified by economical reasons or
- can lead to decreased quality of the product,

the execution of warranty obligation will be accomplish by replacement with a new product free of faults or a product of the same type, or by the issuing the certain amount to the Claimant. The amount shall correspond to price of product's acquisition. The Claimant is obligated to return faulty product to the Guarantor. At the time when product is issued to the Guarantor, then Distributor/Claimant will transfer an ownership of product to the Guarantor.

3.8. If a complaint is found as justified, warranty repair, replacing the product free of faults, or return of purchase price of the product shall take place within 30 days of the date of Guarantor's decision. In exceptional cases, where the deadline specified above will be impossible to meet, for the reason beyond Guarantor's control, the execution of a warranty obligations may be prolonged to a period necessary for fulling the duties. In situation from above, the Complainant will be informed in writing / via e-mail.

3.9. After warranty repair, the duration of the contract shall continue to run, but it shall be extended by the time of product repair.

#### **4. The principles of proper maintaining and cleaning services of product's Surface.**

4.1. No brushers, wipers, or others which may scratch the product's surface may be used for cleaning or maintenance services. The user is not allowed to use active chlorine cleaning agents, abrasive and aggressive substances (contains corrosive acids, chlorine, solvents or bleaching agents).

4.2. Clean the outside of the housing, buttons or display with a soft cloth lightly moistened (not wet!). It is allowed to clean glass surfaces with mild, PH-neutral and colorless cleaning agents. Do not spray any liquid solution directly onto the product. When the surface has dried it should be polished with a delicate cloth.

4.3. This information is available at the company's internet site [www.salus-controls.pl](http://www.salus-controls.pl).

#### **Distributor of SALUS Controls:**

##### **QL CONTROLS Sp. z o.o., Sp. k.**

Rolna 4 Street, 43-262 Kobielice

Silesian district, POLAND

office: +48-32-700-74-53

service: +48-32-750-65-05

fax: +48-32-790-44-85

NIP: 638-180-68-25

[www.salus-controls.pl](http://www.salus-controls.pl)

## COMPLAINT CARD NO

(to fill in by SALUS's service man)

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**Purchase date**

**Seller / Distributor**

(company name, address)

**Contact phone number**

(Seller / Distributor)

**Purchaser**

(Name, address)

**Contact phone number**

**Installer's e-mail / phone number**

**Product code**

**Fault's description**

**No. of units**

If complaint is considered favorably, the Client may collect the devices directly at a distributor place (where the product was purchased).

Please send the complaints card filled in at: [serwis@salus-controls.pl](mailto:serwis@salus-controls.pl) and attach it to the faulty unit.

**QL CONTROLS**  
**Sp. z o.o., Sp. k.**  
Rolna 4 Street  
43-262 Kobielice POLAND

To make a warranty claim, the proof of purchase and filled protocol must be supplied. Otherwise the claim shall be null and void.

**SALUS service man's name**

**Consideration of complaint**