



## GENERAL WARRANTY CONDITIONS

### Chillers

1. The present general terms and warranty conditions will prevail over any other terms and conditions from the **BUYER'S** documents. The present terms and conditions may be amended only with the express written consent of **S.C. JOUST HVAC S.R.L.**
2. The present general warranty conditions follow those imposed on **S.C. JOUST HVAC S.R.L.** by **HITEMA INTERNATIONAL**.
3. Any complaint is considered only if the **BUYER** presents the documents of origin (**invoice and/or contract**) and at the same time the **BUYER** has no outstanding invoices against the **SELLER** that have exceeded their payment term by more than 5 days.
4. **The warranty only applies to the replacement of chillers or repair of components with manufacturing defects or hidden defects.** Chillers incorrectly ordered by the **BUYER** by a uniquely identified product code will not be replaced if replacing them causes disadvantage to the **SELLER**.
5. No warranty is given in case of natural disaster, fire, theft, accidents, improper operation, voltage drops or variations, overvoltage, improper charging with refrigerant or refrigerant oil.
6. **THE BUYER** has the right to request and receive all the information regarding the purchased chiller, additional details to those included in the accompanying documentation or considered as known, but only within the limits of the communications made by the **MANUFACTURER** to **S.C. JOUST HVAC S.R.L.**, at the request of the latter. Not being able to provide them cannot constitute a reason for a subsequent complaint.
7. The warranty provided by **S.C. JOUST HVAC S.R.L.** for sold chillers, components with an independent operation, is conditioned by the assembly and commissioning carried out by a **person or company certified category I** according to Regulation no. 303/2008 of the European Commission.
8. Requests for warranty will be notified by the **BUYER** to **S.C. JOUST HVAC S.R.L.** in writing, without undue delay, after observing the irregularities regarding the chiller in question. Such notification may in no case be made **later than 7 days** after noticing the defect.
9. **S.C. JOUST HVAC S.R.L.** is not responsible for production losses, commercial losses, or any other losses of the **BUYER**.

10. Failure to pay on time will result in forfeiture of the warranty.
11. S.C. JOUST HVAC S.R.L. guarantees that HITEMA INTERNATIONAL chillers are of good quality and do not have design and manufacturing defects.
12. S.C. JOUST HVAC S.R.L. is not responsible for chiller defects resulting from:
  - a) The fact that the chiller is not put into operation under the indicated conditions, including environmental and power conditions;
  - b) Failure to correctly indicate the technical parameters by the BUYER and therefore the use of the chiller outside its parameters of the technical data sheet conditions provided by HITEMA INTERNATIONAL;
  - c) Improper commissioning in accordance with recognized and accepted engineering standards;
  - d) Improper maintenance of the chiller;
  - e) Performing improper repairs;
  - f) Making changes unapproved in writing by S.C. JOUST HVAC S.R.L. ;
  - g) Corrosion and clogging due to limescale and/or other impurities in the evaporator;
  - h) Freezing of fluids in the heat exchanger and therefore breaking it;
  - i) Mechanical shocks or external damage resulting from handling or commissioning.
13. The BUYER must follow exactly the installation instructions recommended by the chiller's manufacturer and use specific working procedures.
14. If S.C. JOUST HVAC S.R.L. grants the **Commissioning** right to another company, then within a **maximum of 5 days** from **Commissioning** the BUYER must make available to S.C. JOUST HVAC S.R.L. the **PARAMETER FORM (Annex 1)** filled in with all operating parameters, signed and stamped. The document must also be signed and stamped by the **COMMISSIONING COMPANY** if this was carried out by a company other than that of the BUYER. Otherwise, the BUYER loses the warranty.
15. **Commissioning** shall be carried out only if the necessary criteria set out in **Annex 2** are met.
16. The warranty is granted only if the **commissioning, maintenance, and any other intervention** on the purchased equipment is performed exclusively by S.C. JOUST HVAC S.R.L.
17. The responsibility of S.C. JOUST HVAC S.R.L. shall be limited to defects occurring within **36 months of the date on which the chiller was put into service or 38 months after delivery.**

18. Upon receiving the notification from the **BUYER, S.C. JOUST HVAC S.R.L.** will assess at its own expense the claimed defect in order to determine the cause of the malfunction or improper operation.

**IF** the assessment results show a malfunction or improper operation due to manufacturing defects, **S.C. JOUST HVAC S.R.L.** will carry out the repair as soon as possible taking into account the delivery time communicated by the **SUPPLIERS** in case any components need to be replaced.

**S.C. JOUST HVAC S.R.L. will not be responsible** for the costs related to the refrigerant lost due to a possible leak, nor any costs of handling and/or lifting any necessary components to be replaced (compressors, evaporators, condensers, fans, storage tanks, etc.). These costs will be charged to the **BUYER. S.C. JOUST HVAC S.R.L.** will be responsible only for the costs related to the repair or replacement of any defective components, the components found to be defective as well as the transport costs of the technicians and the components found to be defective.

**IF** the assessment results show a malfunction or improper operation due to failure to comply with the **GENERAL WARRANTY CONDITIONS, S.C. JOUST HVAC S.R.L.** is not responsible for any workmanship or replacement of any defective component. Also, **S.C. JOUST HVAC S.R.L.** will charge the **BUYER** for any shipping, customs formalities, and testing costs.

19. These rules contained in the **GENERAL WARRANTY CONDITIONS** are hereby notified to the **BUYER** by this document sent by **S.C. JOUST HVAC S.R.L.** together with the invoice or the commercial offer, and the **BUYER** acknowledges that he took note of them with the order sent for the chiller to **S.C. JOUST HVAC S.R.L.** or with the delivery and signing of the delivery-receipt report for the chiller.



## Annex 1

### PARAMETER FORM – COMMISSIONING

CUSTOMER CONTACT DETAILS		CHILLER SPECIFICATIONS	
Company		Manufacturer	HITEMA INTERNATIONAL
Contact person		Chiller model	
Phone		Chiller serial number	
Email		Type of installation in which it is installed	
Commissioning company			
THE SYSTEM HAS BEEN STARTED UNDER THE FOLLOWING CONDITIONS			
External temperature	°C	PUMP 2 (IF PRESENT)	
Average temp. in input	°C	Absorption L1	A
Average temp. in output	°C	Absorption L2	A
Content of glycol in the mixture	%	Absorption L3	A
Type of glycol (name)		Surge	A
Average flow	l/s	Pressure gauge, input	bar
Loss of load	bar	Pressure gauge, output	bar
CHILLER CIRCUIT 1 – COMPRESSOR 1 TO 3		INSPECTION OF THE SAFETY SYSTEM	
Absorption, compressor L1	A	Anti-frost temperature threshold	°C
Absorption, compressor L2	A	Flow switch actuation point	°C
Absorption, compressor L3	A	CONTROL VALUES SET	
Surge, winding 1	A	Temperatures in output	°C
Surge, winding 2	A	Temperature in input	°C
Condensation pressure	bar	Set-point	°C
Evaporation pressure	bar	Control values read by probes	
Oil pressure	bar	ID SYSTEM	
Gas temp. in output	°C	Model	
Overheating	°C	Series/Year of manufacture	
SAFETY DEVICES – VALUES SET		Customer order No.	
High pressure SDBK	bar	Order No.	
High pressure DBK	bar	Chiller R: Circ. 1 and Circ. 2	kg
Oil pressure OFF/SEC	bar	Place of installation/of the operator	
Low pressure OFF/ON	bar		
CHILLER CIRCUIT 2 – COMPRESSOR 4 TO 6			
Absorption, compressor L1	A		



Absorption, compressor L2	A	<b>Contractor company</b>
Absorption, compressor L3	A	The system was delivered without defects. The values listed have been measured at full load.
Surge, winding 1	A	
Surge, winding 2	A	
Condensation pressure	bar	
Evaporation pressure	bar	
Oil pressure	bar	<b>System operator</b>
Gas temp. in output	°C	
Overheating	°C	<b>Contact person of the contractor company</b>
<b>SAFETY DEVICES – VALUES SET</b>		
High pressure SDBK	bar	<b>Maintenance – Technical</b>
High pressure DBK	bar	
Oil pressure OFF/SEC	bar	
Low pressure OFF/ON	bar	
<b>PUMP 1 (IF PRESENT)</b>		
Absorption L1	A	<b>Comments</b>
Absorption L2	A	
Absorption L3	A	
Surge	A	
Pressure gauge, input	bar	
Pressure gauge, output	bar	

Date

Name

Signature



## Annex 2

Questionnaire for verifying the conditions necessary for the commissioning of air conditioning equipment.

Before requesting the commissioning of air conditioning equipment, check the following:

	YES	NO
<b>1. Connection of the cooling unit in accordance with the following conditions</b>		
a) Existence of an "Y" impurities filter mounted on the return of the installation near the chiller (water inlet to the evaporator) with the possibility of isolating it through closing elements and the possibility of measuring the pressure downstream and upstream thereof;		
b) Flow switch mounted on the evaporator water inlet;		
c) The possibility of correct ventilation of air conditioning systems in the cooling unit's area;		
d) Correct installation of the hydraulic module in compliance with the conditions in the technical data sheet of the equipment (where applicable);		
e) Mounting the cooling unit on the original anti-vibration mounts, supplied with the equipment.		
<b>2. Power supply</b>		
a) Power supply of the chiller from the fixed electricity distribution installation by correctly dimensioned power cable (according to the electricity distribution project); <b>PUTTING INTO OPERATION WILL NOT BE CARRIED OUT BY PROVISIONAL POWER SUPPLIES (SITE ORGANIZATION).</b>		
b) Three-phase power supply with respect to the phases between the electrical panel and the air conditioning unit.		

Date

Name

Signature