

# Warranty conditions

Valid from 1.1.2024

YOUR WARRANTY IS ADMINISTERED BY NORD HT AS.

Warranty Terms & Conditions are available for download at [www.nord-solution.com](http://www.nord-solution.com)

## 1) General provisions

NORD HT AS (hereafter referred to as NORD) provides for its products referred to in paragraph 2. a voluntary guarantee for the product warranty period specified below. NORD is entitled to change these warranty terms at any time with effect for the future. The warranty terms in effect at the time of acquisition of the product shall always apply.

Warranties are governed by applicable international and related local laws and regulations.

The manufacturer reserves the right to decide whether the defective part is to be replaced or repaired, or whether the defective product is to be replaced with a faultless product of equal value. The warranty period shall not be extended by the filing of warranty claims, service and maintenance work, but shall still apply according to the term stated in paragraph 2. of these conditions.

## 2) Scope of guarantees

The warranty applies to products that have been purchased directly from NORD, an official NORD importer, authorized dealer, or authorized installer as new and have been commissioned by an authorized installer in accordance with the instructions for use.

PRODUCT	NORD WARRANTY PERIOD AND CONDITIONS	NOTES
Standard 10 year warranties are provided on all ECO products and are provided on material/spare parts. Service work, repairs and replacement parts are not included.		
EcoHeat	- 10 years on compressor*	<ul style="list-style-type: none"> <li>only after registration on NORD EcoCloud and sending the registration guarantee card to the point of sale</li> <li>only after regular annual inspections by an authorized service technician</li> </ul> <p>can be extended with <b>EcoHeat Premium Warranty</b> for 333,- EUR to include all EcoHeat components in the 10-year warranty period for materials, does not apply to labour, transport of the technician and consumables used during replacement</p>
	- 6 year warranty on all other materials*	<ul style="list-style-type: none"> <li>only after registration on NORD EcoCloud and after sending the registration warranty card to the point of sale</li> <li>only after regular annual inspections by an authorized service technician</li> </ul>
	- 2 years legal warranty (material + labour)	<ul style="list-style-type: none"> <li>mandatory warranty, including on-site replacement of technology by an authorized technician</li> <li>the warranty period starts from the date of installation (no later than 6 months after shipment)</li> </ul>
	* Material warranties include replacement of defective parts, including delivery to the site, excluding labor by the technician to replace the defective part.	
EcoControl	- 10 years on EcoControl Main Unit and IF Panel*  * Material warranties include replacement of defective parts, including delivery to the site, excluding labor by the technician to replace the defective part.	can be extended with the <b>EcoControl Premium Warranty</b> for 927,- EUR to include all replacement work on <b>EcoHeat, EcoControl and EcoFloor</b> , also automatically includes the EcoHeat PREMIUM Warranty
EcoFloor	- 10 years on EcoFloor*  * Material warranties include replacement of defective parts, including delivery to the site, excluding labor by the technician to replace the defective part.	<ul style="list-style-type: none"> <li>the warranty period starts from the date of installation (no later than 6 months after shipment)</li> </ul>
Accessories for EcoControl	- 2 years legal warranty	<ul style="list-style-type: none"> <li>mandatory guarantee, starting from the date of dispatch</li> </ul>

PRODUCT	NORD WARRANTY PERIOD AND CONDITIONS	NOTES
EcoBoiler	- <b>10 years on the inner vessel*</b>	▪ only if the service inspections are performed at least once a year and the anodes are replaced, the conditions of the installation instructions in point 7 are observed and the reasons for exclusion from the warranty are not caused, see point 18.3 of the installation instructions
	- 5 year warranty on all other materials*	▪ only if the service inspections are performed at least once a year and the anodes are replaced, the conditions of the installation instructions in point 7 are observed and the reasons for exclusion from the warranty are not caused,
	- 2 years legal warranty (material + labour)  * Material warranties include replacement of defective parts, including delivery to the site, excluding labor by the technician to replace the defective part.	▪ mandatory warranty, including on-site replacement of technology by an authorized technician
EcoMaster	- <b>10 years when you register your inverter online*</b>	▪ only after online registration on NORD EM Cloud or NORD EcoCloud
	- 5 years basic on the product (without online registration)*	
	- 2 years legal warranty (material + labour)  * Material warranties include replacement of defective parts, including delivery to the site, excluding labor by the technician to replace the defective part.	▪ mandatory warranty, including on-site replacement of technology by an authorized technician ▪ the warranty period starts from the date of installation (no later than 6 months after shipment)
Accessories for EcoMaster	- 2 years legal warranty	▪ mandatory guarantee, starting from the date of dispatch
EcoSeries	- <b>25 years for material defects*</b>  * Material warranties include replacement of defective parts, including delivery to the site, excluding labor by the technician to replace the defective part.	▪ the warranty period starts from the date of installation (no later than 6 months after shipment)
EcoCharge	- <b>10 years or up to a cumulative recharge of 15,000 kWh for material defects*</b> * Material warranties include replacement of defective parts, including delivery to the site, excluding labor by the technician to replace the defective part.	▪ the warranty period starts from the date of installation (no later than 6 months after shipment)
EcoStorage	- <b>10 years per product or up to a cumulative 6000 cycles when registering storage online*</b>	▪ the warranty period starts from the date of installation (no later than 6 months after shipment) ▪ product warranty differs from the performance and capacity warranty, which can see a linear drop to 60% of initial capacity after 10 years of operation
	- 5 years basic on the product (without online registration)*	
	- 2 years legal warranty (material + labour)  * Material warranties include replacement of defective parts, including delivery to the site, excluding labor by the technician to replace the defective part.	
Accessories for EcoStorage	- 2 years legal warranty	▪ mandatory guarantee, starting from the date of dispatch
Power Genius 3000	- 2 years legal warranty	▪ mandatory guarantee, starting from the date of dispatch
SafeHeat	- 2 years legal warranty	▪ mandatory guarantee, starting from the date of dispatch  ▪ for battery warranty it is necessary to comply with service inspections at least once a year, see point 10.5 of the manual
Hydrobox	- 2 years legal warranty	▪ mandatory guarantee, starting from the date of dispatch

\*\* Prices for EcoHeat Premium Warranty and EcoControl Premium Warranty are exclusive of VAT.

### 3) Limitation of warranty

Claims in excess of the guarantee, such as in particular claims for damages and consequential damages, are excluded to the extent permitted by law. In accordance with this warranty statement, the warranty covers only the repair or replacement of the product or component. In the event of an end-user internet connection failure that prevents remote monitoring using EcoCloud, service intervention cannot be guaranteed within the time frame specified in the service agreement. If this failure lasts longer than 1 year, the extended warranty expires.

The product is not covered by warranty in the following cases:

- The warranty period of the product has expired.
- The product failure is not reported to NORD within one month of its occurrence.
- Failure to follow the NORD installation manual or maintenance instructions for the inverter or accessories.
- Failure to comply with safety regulations for all NORD products or accessories.
- Damage to the product or accessory during transit, with the applicant signing the delivery note (which requires the applicant to inspect the outside and inside of the package and take photographs as proof before signing the delivery note).
- Exchanged products have not been returned to NORD or its cooperating partners (distributors) within 30 days.
- The defect is caused by improper use of the product or use of the product for purposes other than those for which the product was designed or intended.
- The product has been moved for any reason after installation (regardless of whether it has subsequently been reinstalled or moved back to the same location) unless it is reinstalled in the same location by a qualified technician who has provided NORD with a test report.
- Damage or failure is caused by lightning, flood, fire, surge, corrosion, pest damage, third party activity or other force majeure factors.
- Damage or malfunction is caused by embedded or external software or hardware (e.g. inverter control devices or battery charge or discharge control devices) of third parties without NORD's authorization (written consent).
- The product is modified or altered (including where the product serial number or product label is altered, removed or defaced).
- Defects (e.g. external scratches or stains or wear and tear on the material that do not constitute a defect) that do not adversely affect the proper functioning of the equipment or accessories.
- Normal wear and tear.
- Travel and accommodation expenses, as well as installation, modification and routine maintenance costs on site.
- Obligations, import/export fees or costs and other general administrative costs.
- If the warranty card is not duly filled in and confirmed (see point 2)

Furthermore, the warranty does not cover other costs related to direct or indirect damages caused by the defective product.

#### 4) Application of the guarantee

The following information is required when making a claim:

- Completed complaint form
- A copy of the original invoice, receipt, commissioning report or other document that Proof of purchase of the product or its accessories and/or extended warranty or installation date;
- NORD reserves the right to reject the claim:
  - If you do not provide the above information;
  - If the product is replaced without NORD's prior consent;
  - If the defect claimed is not caused by defective material or workmanship;
  - **For** complaints, please contact the local distributor where the product was purchased or the installer who installed the equipment, who will contact NORD if necessary.
  - NORD will seek reimbursement for all costs (labor, travel, delivery and/or shipping of replacement units) incurred by the claimant if the product is found to be free of defects in material or workmanship or if the product is found not to be covered by this limited warranty.



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