

Manufacturer's warranty*

of AKOTEC Produktionsgesellschaft mbH

Dear customer,

Thank you for the trust you have placed in us by purchasing a high-quality full vacuum tube collector.

Our products manufactured in Germany are leading in quality and performance. With this assurance, we grant you a 20-year guarantee and vouch that this high-quality product is free from manufacturing defects.

The guarantee covers the perfect functioning of the Weiser Protect and Weiser Power solar collectors in the form in which AKOTEC has offered them or defined them as standard at the time of delivery.

The following conditions apply to the warranty claims:

1. Registration of the purchase of AKOTEC collectors via the portal www.akotec.eu/Garantie within 2 months of purchase. The seller's invoice date is valid here.
2. The products must have been processed in accordance with AKOTEC's processing guidelines, the tube collectors must have been installed professionally and in accordance with the recognized rules of technology. In particular, standstill must be ruled out and constant heat extraction must be ensured (does not apply to heat pipe tubes with their own safety cut-out at 100°C).
3. The warranty claim expires if a heat transfer medium other than the heat transfer medium supplied by AKOTEC or a heat transfer medium approved by AKOTEC is used. In closed systems, water treated in accordance with VDI2035 can be used as a heat transfer medium.
4. If the solar collector is no longer manufactured at the time of the error message, we are entitled to provide a similar product in the event of a replacement. Warranty services rendered shall in no case lead to an extension of the warranty period.
5. Damage reports are always made in writing by the purchaser, stating the date of purchase, seller and serial number of the collector or serial number of the tubes to be complained about and stating the reasons for the complaint.
6. The warranty shall lapse in the event of damage caused by faulty processing of AKOTEC collectors, faulty system configuration by the system provider or installer or faulty workmanship during installation. There is also no guarantee in the event of insufficient frost protection, damage caused by operating the systems when they are at a standstill and after the continued operation of systems after faults have occurred. Glass breakage is excluded from the guarantee in all cases.

7. The guarantee does not extend to parts located outside the member states of the EU or to parts that are requested by us but not sent to us.
8. There is no warranty for damage caused by third parties or external force.
9. Parts that are demonstrably unusable or significantly restricted in their usability before the transfer of risk due to causes for which AKOTEC is responsible shall be replaced or repaired by us free of charge.
10. The warranty shall only cover the replacement or repair of the defective parts, but not the freight, dismantling and installation costs required for the replacement of the repair. There is no liability for direct or indirect damage.
11. Consequential damages and further claims, in particular a right to conversion, reduction or compensation, are excluded.
12. The guarantee expires if our commissioned solar expert does not have the opportunity to investigate the causes of complaints during the operation of a solar system. It shall also lapse if improper modifications or repairs have been made to the system without our consent.
13. All other claims which the customer has against us, irrespective of the legal grounds, are limited to the value of the delivery stock.

Angermünde, October 2022

* applies to full vacuum tube collectors manufactured by AKOTEC