

Product warranty Valid from: 01/01/2020

Claims under this warranty only exist if

- 1 The product does not exhibit any damage or wear and tear caused by use which differs from the normal purpose and specifications of Reflex,



Consequences of incorrect installation:

Here "Incorrect" refers to all types of installation that have not been carried out by an authorised specialist installation company and which do not correspond to the state of the art according to the national standards (VDI, ÖNORM, EN, DIN, BS, etc.) in their current version as applicable to domestic waterworks and electrical installations. Furthermore, the instructions in item-specific product data sheets, installation and operating instructions, as well as the defined warranty conditions must be complied with without exception. Installations deviating from these regulations are considered to be incorrect and lead to the immediate exclusion of liability and loss of all warranty claims.

The travel and work of Reflex Service will be charged at the relevant rates.

- 2 The product does not exhibit any damage or wear and tear caused by the violation of the following obligations of the customer or end customer:
 - The product does not exhibit any characteristics that indicate repairs or other interventions by workshops not authorised by Reflex,
 - The product has only been fitted with accessories authorised by Reflex,
 - The serial number has not been removed or made unrecognisable, and
 - The customer, when making their warranty claim, provides proof by presenting the relevant maintenance logs that the product has been regularly serviced by an authorised customer service centre within the intervals to be observed for this purpose in accordance with the user manual.

The warranty does **not** cover:

- 1 Other parts and products not listed in the table as well as defects that are not mentioned;
- 2 Flange seals, covers, fittings;
- 3 Defects which arise only after delivery due to changed requirements arising from changes in the law or material quality regulations;
- 4 Defects due to environmental pollution, addition of additives without the approval of Reflex or deviations from the specifications listed in the installation and operating instructions

Preconditions

Expansion vessels	Separation technology	Degassing systems	Pressurisation stations	Manual water make-up and Water treatment	Automated water make-up technology	Hot water storage tanks	Heat exchangers
5 years	5 years	2 years / 5 years	2 years / 5 years	5 years	2 years / 5 years	5 years	5 years
							
<p>Expansion vessels receive a warranty extension to 5 years subject to correct installation under the conditions specified in the installation and operating instructions and compliance with the maintenance cycles (e.g. regular supply pressure check as part of the annual system maintenance).</p> <p>Reflex reserves the right to request proof of this.</p>	<p>Air and sludge separators and combined products such as the Extwin receive a warranty extension to 5 years subject to compliance with the requirements of the installation and operating instructions.</p>	<p>Moreover, the degassing systems still receives a 2-year warranty.</p> <p>Where Reflex offers registration of the product in conjunction with a maintenance contract and commissioning of the system by Reflex Customer Service or a partner certified by Reflex, a warranty extension to 5 years is provided.</p> <p>Within the warranty period, defects due to material and manufacturing defects attributable to Reflex Winkelmann GmbH are remedied free of charge by replacing the defective components or repairing them.</p> <p>The warranty covers all product components, except parts that are subject to natural wear and tear or are consumed during their normal use. (e.g. filters)</p>	<p>Moreover, dynamic pressurisation continues to receive a 2-year warranty.</p> <p>Where Reflex offers registration of the product in conjunction with a maintenance contract and commissioning of the system by Reflex Customer Service or a partner certified by Reflex, a warranty extension to 5 years is provided.</p> <p>Within the warranty period, defects due to material and manufacturing defects attributable to Reflex Winkelmann GmbH are remedied free of charge by replacing the defective components or repairing them.</p> <p>The warranty covers all product components, except parts that are subject to natural wear and tear or are consumed during their normal use. (e.g. filters)</p>	<p>Manual water make-up and water treatment (Fillset and Fillsoft) receive a warranty extension to 5 years.</p> <p>Excepted from this are consumables (e.g. filter cartridges)</p>	<p>Automated make-up technology continues to receive a 2-year warranty.</p> <p>Where Reflex offers registration of the product in conjunction with a maintenance contract and commissioning of the system by Reflex Customer Service or a partner certified by Reflex, a warranty extension to 5 years is provided.</p> <p>Within the warranty period, defects due to material and manufacturing defects attributable to Reflex Winkelmann GmbH are remedied free of charge by replacing the defective components or repairing them.</p> <p>The warranty covers all product components, except parts that are subject to natural wear and tear or are consumed during their normal use. (e.g. filters)</p>	<p>All hot water storage tanks receive a warranty extension to 5 years.</p> <p>Installation errors that lead to premature wear or reduced function are excluded, such as:</p> <ul style="list-style-type: none"> ▪ Limescale formation ▪ Corrosion due to leakage currents ▪ Media properties deviating from those specified in the installation and operating instructions <p>and incorrect storage and /or improper transport.</p> <ul style="list-style-type: none"> ▪ The end customer must ensure correct installation and maintenance, and if necessary replacement of the sacrificial anode or impressed current anode. ▪ Prior to each installation, a water analysis must be carried out, which will subsequently prove the suitability of the water used. ▪ Mixed-metal systems are not permitted. ▪ The installation of an expansion vessel for drinking water is mandatory for every installation. 	<p>Heat exchangers receive a warranty extension to 5 years.</p> <p>Installation errors that lead to premature wear or reduced function are excluded, such as:</p> <ul style="list-style-type: none"> ▪ Formation of limescale on the connecting pipes and ducts of the heat exchange plates, ▪ Corrosion due to leakage currents, ▪ Considerable deviations from the water quality requirements listed in the instructions