

Nordic GeoThermal

Manufacturers of Maas Wärmepumpe and Maas HVAC equipment

5 Year Limited WARRANTY

Thank you for choosing our products. Please read this manual before connecting or using the product. If you have any problems or suggestions, please contact the local Distributor, Agent or appointed Repair Company. This warranty relates to products ordered from 1st January 2012 to 31st December 2012.

Your heat pump carries a 5 year (parts only) warranty from the date of delivery to site. If you purchased the extended 10 year warranty at time of ordering then your heat pump carries a 10 year (parts only) warranty from the date of delivery to site. During the warranty period we will supply free of charge any parts within the heat pump which require replacement. No labour for fault-diagnosis, nor repair or installation of new or replacement parts, is included and must be paid for by the customer separately at the time of the work. Failure to pay for this labour will instantly void the warranty from that date. This will be paid by the Customer to the personnel performing this diagnosis or repair. Subsequent payment will not renew the warranty period. Only pre-approved persons should carry out ANY diagnosis or repairs. Failure to use a pre-approved person, voids the warranty.

Failure to comply with the installation instructions in the manual will instantly void the warranty. Particular notice should be taken that ground-loops should have flow-switches installed to protect the exchanger. Starting the unit without this flow-switch in place, no matter how short the run period, instantly voids the warranty. After your warranty period has expired we can also supply these parts but they must be paid for in advance of shipping to you.

If there is problem, please e-mail techsupport@nordic-geothermal.com a list of the symptoms of the problem, along with your order number and we will try to aid you in solving the problem. In most cases it may be something you can do yourself with simple instruction.

The follow situations are not covered by warranty:

1. If the forces of nature caused the problem. Such as flood, earth quake, typhoon, snowstorm, and thunder and lightning.
2. Incorrect action. For example: didn't keep the evaporator clean (air-source units), water shortage, lack of water flow (for whatever reason), voltage outside the normal range and so on.
3. The problem caused by over-use range. Using the unit beyond the fixed temperature range, or using it when the voltage is too high or too low. Also if you increase the demand on the unit so it has to run longer than designed to.
4. The problem caused by change of circuit board or change accessory without permission
5. The problem is caused by repairs, if done by someone not certified by our company.
6. The problem is caused by incorrect installation.
7. Modifying of products without permission.
8. If ambient temperature is below 0°C and heating or hot water are not needed for a long period, you should drain off the water in the pipe of user side, otherwise the water will be ice up and damage the heat exchanger.
9. If using a ground loop, please fill the pipe with mixture of water and glycol to a suitable protection level. Install a flow-switch on the source outlet.
10. If using a water open loop, please install a filter system and make sure the heat exchanger will be protected from grit dirt and blockage. Install a flow-switch on the source outlet. Ensure the outlet pipe is protected from freezing, and has a fall to aid draining, for the entire route to the discharge point.
11. This warranty is non-transferrable both in ownership and installation.
12. Our decision on the repair is final. Placing of an order for our products is acceptance of these warranty conditions.