

WARRANTY CONDITIONS

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1. General

Products that have been manufactured, ordered and marketed by Tylöhelo (AB+Oy) are covered by the terms and conditions set out below. Tylöhelo guarantees the quality and function of the products during the warranty period.

1.1 TERMS

Private Use -	installation made in residence intended for a family or similar.
Public use -	installations for, inter alia, commercial activities, saunas in apartment complexes, hotels, leisure centres, gyms, workplaces or similar.
Full Warranty -	Tylöhelo replaces all malfunctions including shipping and similar costs incurred during the warranty period.
Material Warranty -	Tylöhelo replaces faulty part or component, the customer is responsible for any costs of investigation, shipping, replacement etc, unless the consumer law is applicable.

1.2 REPLACEMENT FOR DEFECTIVE PRODUCT

Tylöhelo has the right to determine whether the product is to be repaired, replaced or if the buyer will receive compensation corresponding to the purchase price prevailing at the time of purchase.

When replacing a defective product, it is replaced free of charge with a new product of the same type and quality. If the product in question is no longer manufactured at the time of fault reporting, the manufacturer has the right to supply a similar product.

1.3 CONDITIONS FOR WARRANTY TO APPLY

The product warranty applies only to original production defects, i.e. not errors that arise when changing the function or appearance of the goods.

The customer's receipt is valid as proof of guarantee.

The warranty is subject to the following conditions:

- The product is placed and installed according to Tylöhelo's instructions and recommendations.
- The product is used appropriately.
- The product is maintained according to Tylöhelo's instructions.
- When installing in public use, the maintenance of the product must be documented in writing by the plant attendant and be presented with warranty claims
- Where control panels are used, they shall be of the same brand as the unit/steam generator to which it is connected.
- Water thrown on heaters should be drinking water.
- Woodburning heaters, only wood is used as fuel.
- Electrical installations must be made by a qualified electrician.

1.4 THE WARRANTY DOES NOT COVER

The buyer should carefully care for the product. When the product is received, the receiver must check the product for transport or storage damage. Any damage shall be notified immediately, see section 1.6 Fault report.

The warranty does not apply for:

- Damage or malfunction caused by external influences, normal wear and tear, improper use, improper cleaning.
- Scratches or marks due to improper installation or similar.
- Damage incurred during transport (EXW) if the packaging is damaged.
- Costs for third parties.
- Improper storage.
- Loss of business or other direct or indirect losses due to defects or other disturbances in the product.

1.5 WARRANTY EXPIRES

The warranty expires at:

- Infringement of paragraphs of 1.2 above.
- Changes in the function and appearance of the product.
- Repairs carried out by persons without specialist knowledge.
- Improper installation or commissioning.
- Use of the product otherwise than intended.
- Force majeure.

1.6 WARRANTY ACCORDING TO THE FINNISH ELECTRICAL INSTALLER ORGANIZATION (STUL)

STUL's warranty applies to electrical heaters, control panels and steam generators after specific agreement. In such a case, the warranty terms of the STUL are added to these terms. After determining the warranty conditions of the STUL, they replace these terms in the event of non-compliance between the terms.

1.7 CUSTOMER CLAIMS

The buyer shall *immediately* notify defects or malfunctions of the product.

The claim should be made to the same unit within TylöHelo where the original order was placed.

Visible defects or hidden transport damage must be *notified before* the product is assembled or installed.

In the event of damage to external packaging/transport damage, this must be reported directly to the carrier upon receipt of the goods or within the applicable time limit for the transport company concerned. Important is to document with images.

If something is missing from the bill of lading/order, it must be notified within 2 weeks from receipt.

1.7.1 Return of defective product

TylöHelo decides whether the product should be returned or if it can be disposed of on-site by the buyer.

In return, TylöHelo pays the shipping cost.

2. Warranty periods per Trade mark

2.1 HELO

2.1.1 Electrical heaters, steam generators and control panels

Private use

For private use, full warranty is valid for **24 months**. The time is valid from the date of the original date of purchase of the product or the date on which you moved into a newly built property where the product is installed.

Public use

For public use, the full warranty is valid for **12 months**. Heaters are covered by a **3-month** warranty.

2.1.2. Woodburning heaters, sauna pots and chimneys

Private use

For private use, the full warranty is valid for **24 months** from the original date of purchase. The purchase receipt from the supplier is valid as guarantee certificate.

Public use

For public use, the full warranty is valid for **3 months**.

2.1.3 Other Helo products

Private use

For private use, full warranty is valid for **24 months** from the original date of purchase.

Public use

For public use, the full warranty is valid for **3 months**.

2.1.4 Spare parts

Private Use

For private use, the spare part warranty is valid for **12 months** from the date of purchase.

Public use

In public use, the spare part warranty is valid for **3 months** provided that the spare part is installed by an authorized maintenance technician. TylöHelo do not cover the costs of dismantling defective parts or assembling spare parts.

Defective parts should be returned at TylöHelo request and expense.

Purchase receipt from the supplier or certificate from the authorized installer can be used as guarantee certificate.

2.2 TYLÖ

2.2.1. Electrical heaters, steam generators and control panels

Private use

For private use, the warranty applies for a total of **60 months**. *During the 24 first months it is full warranty, residual time is applied material warranty.* The time is valid from the date of the original date of purchase of the product or the date on which you moved into a newly built property where the product is installed.

Public use

For public use, the guarantee is valid for **24 months**. *During the first 12 months it is full warranty, residual time is applied material warranty.*

2.2.2 Spare parts

The warranty is valid for **12 months** from the date of purchase.

2.3 TYLÖHELO

2.3.1 Saunas and interior sauna

Private use

For private use, full warranty is valid for a total of **24 months**. The time is valid from the date of the original date of purchase of the product or the date on which you moved into a newly built property where the product is installed.

Public use

For public use, the full warranty is valid for **24 months**.

2.3.2 Steam room, steam showers and interior steam

Private use

For private use, full warranty is valid for a total of **24 months**. The time is valid from the date of the original date of purchase of the product or the date on which you moved into a newly built property where the product is installed.

Public use

For public use, the full warranty is valid for **24 months**.

2.3.3 Infrared Cabins

Private use

For private use, full warranty is valid for a total of **24 months**. The time is valid from the day of the original purchase date of the product or the date on which you moved into a newly built property where the product is installed.

Public use

For public use, the full warranty is valid for **3 months**.

2.3.4 Loose Timber - Panel

Private and public use

Full warranty for unopened packaging **12 months**.

Do not mount defective panel.

Before mounting, it is important to check and approve the panel. Panel that is considered to be poor in quality or has visible damage should be claimed before installation, complaints after mounting is not accepted.

To keep in mind is also that wood is a living material and matures over time, which means that the product can change slightly. This means that smaller cracks in and outside twig can occur over time which belongs to the Wood's natural properties and is therefore not classed as a claim.

2.3.5 Accessories and other accessories

Private use

For private use, full warranty is valid for a total of **12 months**.

Public use

For public use, the full warranty is valid for **12 months**.

2.3.6 Spare parts

The warranty is valid for **12 months** from the date of purchase.

2.4 KASTOR

2.4.1. Woodburning heaters, sauna pots and chimneys

Private use

For private use, the full warranty is valid for **24 months** from the original date of purchase. The purchase receipt from the supplier is valid as guarantee certificate.

Public use

For public use, the full warranty is valid for **3 months**.

2.4.2 Spare parts

Private use

For private use, the spare part warranty is valid for **12 months** from the date of purchase.

Public use

In public use, the spare part warranty is valid for **3 months** provided that the spare part is installed by a manufacturer's authorized maintenance technician. The manufacturer does not cover the costs of dismantling defective parts or assembling spare parts.

Defective parts should be returned at the manufacturer's request and expense.

Purchase receipt from the supplier or certificate from the authorized installer can be used as guarantee certificate.