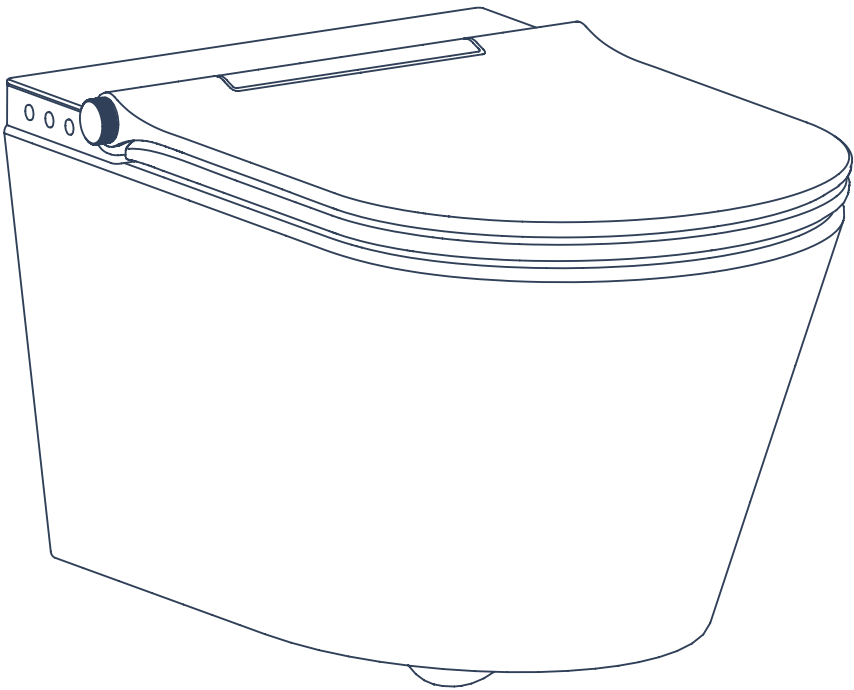
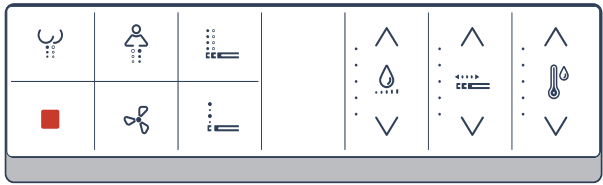


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Oltens warranty

WARRANTY CARD

Intelligent Toilet **SmartFrisk**



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| | | | |
|---|-------------------|---|--|
| Product name | Oltens SmartFrisk | Purchase date | |
| Vendor details | | Proof of purchase no. | |
| Product serial number | 42038000 | Date of installation | |
| Details of the service technician / installer | | Signature of the service technician / installer | |

SmartFrisk - Intelligent toilet (42038000)

Manufacturer: **Oltens 1 Sp. z o.o.** ul. Karola Marcinkowskiego 16; 63-200 Jarocin provides warranty under the following conditions:

1. Warranty period (calculated from the date of purchase) for Oltens SmartFrisk:

- 120 months for ceramic properties (glaze color, cracking)
- 24 months for the rest of the Oltens SmartFrisk wash bowl (valves, hoses, electronic parts, toilet seat) - free warranty
- 36 months for the remaining components of the Oltens SmartFrisk washing toilet (valves, hoses, electronic parts, toilet seat) when installed and configured by an Oltens Authorized Service Provider - to obtain an extension of the warranty, you must submit a form at <https://oltens.com/pl/kontakt/> Subject: Installation of the SmartFrisk washing toilet. Installation and configuration are subject to an additional fee.

2. Warranty terms and conditions for Oltens SmartFrisk:

- 2.1 The buyer is obliged to familiarize themselves with and adhere to the installation instructions, warranty conditions, and usage guidelines (as outlined in section 4 of this Warranty Card).
- 2.2 The manufacturer is not liable for damages and defects resulting from materials used by the buyer for the installation of the product, if these materials were not provided directly by the manufacturer. The buyer chooses these materials at their own risk and responsibility.
- 2.3 The manufacturer is not responsible for damages or defects in products that are included with the product but were not manufactured by the manufacturer.
- 2.4 The product should be checked for visible or detectable defects before installation. If detectable defects are found, the product should not be installed, and the defects should be reported following the complaint procedure (<https://oltens.com/pl/reklamacje-i-zwroty>).
- 2.5 Despite the warranty, the product is not covered if defects arise due to:
 - Willful damage or negligence;
 - Accident, fire, flood, explosion, or other force majeure events affecting the product;
 - Faulty installation or installation that does not follow the provided instructions or applicable regulations;
 - Failure or damage caused by connecting the device to an incorrect power source (voltage, frequency) that does not comply with the instructions;

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- Contamination or damage caused by using chemicals other than descaler in the product's tank or by introducing contaminated water.
- Usage that does not comply with the installation instructions or usage guidelines;
- Damage caused by improper storage, transport, or maintenance with corrosive or granular materials;
- Mechanical, physical, or chemical damage caused by external forces and agents;
- Damage caused by deposits of scale or iron buildup;
- Unauthorized structural changes or modifications;
- Use of non-original spare parts;
- Exposure to freezing temperatures;
- Misuse or use not in accordance with the intended purpose.
- Natural wear and tear;

3. Rules for handling complaints:

- 3.1 The basis for processing a complaint is proving the product's purchase date (e.g., based on a receipt or invoice) and having the completed Warranty Card and Service Card for the product.
- 3.2 Complaints must be submitted within the warranty period.
- 3.3 Complaints should be submitted directly at the point of purchase or electronically through the complaint form available at <https://oltens.com/pl/reklamacje-i-zwroty>.
- 3.4 The manufacturer, at its discretion, will either repair or replace the defective product.
- 3.5 To process the complaint, the manufacturer must be notified of the defect within 7 days from the date the Buyer detected or should have detected the defect during the warranty period.
- 3.6 Complaints will only be considered upon presenting proof of purchase along with the Warranty Card. In the case of electronic submission, these documents will be verified by the service technician when processing the complaint.
- 3.7 The complaint will be processed within 14 days from the date of submission.
- 3.8 Defects found during the warranty period will be repaired within 21 days from the date the complaint is acknowledged. The decision on the repair method will be made by the Authorized Oltens Service. If a replacement is made under warranty, only parts recommended and supplied by the manufacturer will be used. The replaced parts become the property of the manufacturer.
- 3.9 The warranty period will be extended by the time between the complaint submission date and the completion of the repair.
- 3.10 The manufacturer is not responsible for any costs the Buyer incurred for third parties due to the defective product, unless accepted by the manufacturer.
- 3.11 In case of warranty approval, the manufacturer is committed to repairing or replacing the product free of charge.
- 3.12 The product submitted for complaint should meet basic hygiene standards.
- 3.13 The warranty only covers manufacturing defects.

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4.Usage guidelines necessary to maintain the warranty:

- 4.1 The product should be installed according to the included or available instructions on the website oltens.com, and in the case of extended warranty, it must be installed and configured by an Authorized Oltens Service.
- 4.2 The product should be used according to the provided user manual.
- 4.3 The water pressure in the building's plumbing system should be at least 0.7 bar and not exceed 7 bars.
- 4.4 If defective parts need to be replaced, only original parts from the manufacturer should be used.

5.Notes:

- 5.1 The warranty does not exclude, limit, or suspend the Buyer's rights under statutory warranty.
- 5.2 If a manufacturing defect is found, the Buyer is obliged to take all necessary steps to limit any potential damage resulting from the defect.
- 5.3 The warranty applies within the country where the product was purchased.
- 5.4 Please keep the warranty card. The warranty card is not reissued. In case of warranty extension, the warranty card must be filled out by the Authorized Oltens Service and kept for the duration of the warranty.
- 5.5 Only Authorized Oltens Service technicians or the seller may fill in the warranty card.
- 5.6 A correctly completed warranty card should contain:
 - product name
 - product serial number
 - purchase date
 - vendor details
 - proof of purchase number
 - installation date
 - details of the service technician / installer
 - signature of the service technician / installer

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| SERVICE CARD | | | |
|--------------|------------------|------------------------------|--------------------------------|
| Service date | Scope of service | Service technician's details | Service technician's signature |
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