

Xvent Warranty Terms and Conditions

These warranty conditions are issued by Xvent s.r.o., Company ID No.: 07627726 (hereinafter referred to as "Xvent") and set out binding rules for the assertion of claims and other warranty rights by Xvent customers ("buyers"), in addition to the statutory rights arising from defects in the goods.

Xvent provides a 24-month warranty on its products. The warranty period starts from the date of receipt of the goods by the buyer. The warranty is provided exclusively to the purchaser, not to third parties.

If defects occur in the goods within the warranty period after the receipt of the goods by the buyer, the buyer may make a claim under this warranty by making a claim together with the return of the goods in question. The claim must be made to Xvent in writing and the buyer must clearly and specifically describe the product in question and the defect in the complaint. In the event of asserting the warranty right and discovering a defect, Xvent is entitled to repair the claimed goods or deliver new goods free of defects at its discretion, within a reasonable period after the written exercise of the warranty right and the return of the defective goods.

Xvent provides an extended warranty of 60 months on the products, subject to the following conditions:

1. Installation of the product must be carried out by a company that is certified by Xvent or by an assembly company certified by a distributor authorized to grant certifications.
2. Filters are regularly replaced every three months with new original filters from Xvent offer. The purchase of new filters in the appropriate quantity for the period of operation of the product is proven by the submission of a purchase invoice.
3. The product is regularly serviced by an Xvent certified company at least once every two years. (Vacuuming the recuperation unit and the recuperation heat exchanger from mechanical impurities.
4. The claimed goods will be delivered to Xvent's headquarters.

The extended warranty **does not apply** to:

- a. Fans

Receipt of goods

The buyer, who is not a consumer, is obliged to accept the ordered goods and check the integrity of the packaging and whether the shipment does not show obvious signs of damage. If damage is found, it is necessary to draw up a report with the delivery person, which will list all any defects found. If the customer discovers damage or other irregularities only after receiving the shipment, he is obliged to immediately contact Xvent with a description of the defect. If the buyer fails to claim defects in this way in time, it is considered that he has accepted the goods as defective, unless it is a hidden defect that cannot be detected by a routine inspection.

If the buyer is a consumer, we also recommend that you follow the above procedure to avoid any complications. However, if the buyer does not comply with the above procedure, his right to file a complaint is not affected in any way.

Conditions for filing a complaint

1. The complaining entity has submitted to the manufacturer a fully completed Protocol on the commissioning of the device, which shows that the installation conditions allow for trouble-free operation of the device and that there will be no excessive wear and tear, which may shorten the life of the device. The completed protocol must

Číslo dokumentu:	R-901-0077	Vypracoval:	Černík	Stránka 1 z 2
Platnost od:	02.06.2026	Schválil:	Teichmann	

be submitted to the manufacturer at the time of commissioning the device, or the device must be registered on the manufacturer's website.

2. The complaining entity shall fully complete the Complaint Form provided in the appendix to these warranty conditions and submit it to the manufacturer.
3. The complaining entity will provide the manufacturer with the correct identification of the claimed product. That is, the product type and serial number indicated on the nameplate.
4. The complaining entity shall submit a purchase invoice based on which the subject of the complaint was purchased from the manufacturer.
5. The entity complaint shall provide the manufacturer with a description of the defect in the product and describe the operating conditions that preceded the complaint. Upon request, the manufacturer will provide photos, videos and other information required by the manufacturer that proves the defect or may lead to its removal.
6. The complaining entity will provide cooperation with the manufacturer in resolving the complaint and in efforts to eliminate the causes of defects in the complained item.

A complaint cannot be made in the following cases

1. A complaint cannot be made when receiving a damaged consignment from the carrier – the buyer is obliged to thoroughly inspect the received consignment and, in the event of damage to the consignment, to write a report together with the carrier's driver.
2. A complaint cannot be filed if the warranty period for the claimed goods expires before the day of filing the complaint.
3. A complaint cannot be made if the defect was caused by inappropriate use of the goods or if the goods were used for a purpose other than the intended one.
4. A complaint cannot be made if the instructions for goods specified by the manufacturer or supplier are not followed (see instructions for use and general instructions).
5. A claim cannot be made in the event of damage to the product due to improper installation, improper electrical wiring, or handling and operation performed contrary to the user manual or instructions.
6. A claim cannot be made if the product has been used in conditions that did not correspond to the parameters and requirements specified in the documentation.
7. The complaint will not be accepted in the event of mechanical damage due to the fault of the customer, damage caused by inappropriate use of goods, neglect of care for goods, and error of foreign substances (water, chemicals, etc.) into the equipment.
8. The warranty does not apply to goods that have been modified or repaired by the customer (coating, bending, breaking the casing, removing parts of the product, etc.) or by a third party not certified by Xvent. Furthermore, the warranty does not apply to goods with broken protective seals, stickers, serial numbers, or bearing signs of unqualified repair.
9. A claim cannot be made if the goods are damaged by the elements, including the ingress of water-based media into the device or its condensation.
10. A complaint will not be accepted if it has not been filed without undue delay from the discovery of the defect.
11. The complaint does not apply to the rubbing of the product and its increased noise caused by normal use of the product

In Pardubice, 02.06.2026

on behalf of Xvent s.r.o., Jan Teichmann, Managing Director



Xvent s.r.o.
Poděbradská 289
09 Pardubice - Tmavá
IČ 076 27 726
office@xvent.cz

Číslo dokumentu:	R-901-0077	Vypracoval:	Černík	Stránka 2 z 2
Platnost od:	02.06.2026	Schválil:	Teichmann	