



**1. Company name of the Manufacturer**

RedPod  
mail@red-pod.com

This document does not constitute the provision by RedPod a voluntary guarantee on the products they produced and marketed (the "Product (s)"), but rather a guide, which is intended enlightening for the effective activation of the legal guarantee that benefit consumers about the products (the "Guarantee"). Of course, this document does not affect the legal rights of warranty emerging Buyer purchase and sale agreement having as object the Products.

**2. Product identification on which rests the warranty**

The activation of the warranty presupposes prior and correct identification of the product object towards RedPod, being promoted by providing the Product 's packing data indicated in the purchase invoice or in the product characteristics plate (model and serial number).

**3. Product warranty terms**

3.1 RedPod, responds to the Buyer, for the lack of conformity of the Product with the respective contract of sale, within the following periods:

3.1.1 A period of 24 months from the date of delivery of the good, in the case of domestic use of the product, save the provisions of the following number regarding the intensive use;

3.1.2 A term of 6 months from the date of delivery of the goods, in the case of professional, or industrial, or intensive use of the products - RedPod means by professional, industrial or intensive use of all products installed in industrial spaces, commercial, or whose use exceeds 1000 hours per calendar year;

3.2 . A functional test of the product must be performed before finishing the installation (plaster, masonry, coatings, paintings, among others);

3.3. No equipment can be replaced after the 1st Burn without the express authorization of the producer;

3.4. Any product must be repaired on the site of installation without causing serious inconvenience to the parties, save, if this proves impossible, or disproportionate;

3.5. In order to exercise its rights, and provided that the term indicated in 3.1 is not exceeded, the Buyer must report in writing to RedPod the lack of conformity of the Product within a maximum period of:

3.5.1 60 (sixty) days after the date on which it has detected it in the case of domestic use of the product;

3.5.2 Thirty (30) days from the date of its detection, in the case of professional use of the Product.

3.6. In the pellet range equipments, the commissioning service is required to activate the warranty. It must be registered up to 3 months after the date of invoice, or, 100 hours of work of the product (whichever occurs first);

3.7. During the Warranty period referred to in paragraph 3.1 (and for this to remain valid), repairs to the Product must be performed exclusively by the Official Technical Services of the Brand. All services provided under this Guarantee will be performed Monday through Friday within the working time and calendar legally established in each region.

3.8. All requests for assistance must be submitted to the RedPod Customer support service, by e-mail: [apoio.cliente@red-pod.com](mailto:apoio.cliente@red-pod.com). At the time of the technical assistance to the Product, the Buyer must present, as proof of the Product Warranty, the purchase invoice of the same or another document demonstrating its acquisition. In any case, the document proving the acquisition of the Product must contain the identification of the Product (as mentioned in point 2 above) and its date of acquisition. Alternatively, and in order to validate the Product Warranty, the PSR - document certifying the commissioning of the machine (when applicable)).

3.9. The Product will have to be installed by a qualified professional for the purpose, in accordance with the regulations in force in each geographical area, for the installation of these Products and complying with all the regulations in force, especially regarding chimneys, as well as other applicable regulations for

aspects such as water supply, electricity and / or other related to the equipment or sector and as described in the instruction manual.

A product installation that does not conform to the manufacturer's specifications and / or does not comply with the legal regulations on this subject will not give rise to the application of this Warranty. Whenever a product is installed outdoors, it must be protected against weather effects such as rain and wind. In these cases, it may be necessary to protect the appliance by means of a cabinet, or a properly ventilated protective case. Appliances should not be installed in places that contain chemicals in their atmosphere, in saline or high humidity environments, as mixing them with air may produce rapid corrosion in the combustion chamber. In this type of environment, it is especially recommended that the appliance be protected with anti-corrosion products for this purpose, especially during times of operation. As a suggestion it is indicated the application of graphite greases indicated for high temperatures with function of lubrication and anti-corrosion protection.

3.10 In equipment belonging to the pellet family, in addition to the daily and weekly maintenance contained in the instruction manual, it is also obligatory to carry out the cleaning inside and in the respective chimney for the evacuation of fumes. These tasks should be carried out every 600-800 kg of pellets consumed, in the case of stoves (air and water) and compact boilers, and every 2000-3000 kg of pellets consumed in the case of automatic boilers. In the event that these quantities are not consumed, at least one systematic preventive maintenance must be carried out annually.

3.11. It is the Buyer's responsibility to ensure that periodic maintenance is carried out, as indicated in the instruction and handling manuals accompanying the Product. Whenever requested, it must be proved by submitting the technical report of the entity responsible for it, or alternatively by registering them in the instruction manual in the dedicated section.

3.12. In order to avoid damage to the equipment caused by overpressure, safety elements such as pressure relief valves and / or thermal discharge valves, if applicable, as well as an expansion vessel fitted to the installation, shall be ensured at the time of installation and its correct functioning must be ensured. It should be noted that: the valves referenced must have a value equal to or less than the pressure supported by the equipment; there shall be no cut-off valve between the equipment and its safety valve; provision should be made for a systematic preventive maintenance plan to attest to the correct functioning of the said safety features; irrespective of the type of appliance, all safety valves shall be channeled to drained sewage to prevent damage to the dwelling by water discharges. Product Warranty does not include damages caused by non-channeling of water discharged by said valve.

3.13. In order to avoid damage to the equipment and attached pipes by galvanic corrosion, it is advisable to use dielectric separators in the connection of the equipment to metal pipes whose characteristics of the materials applied to this type of corrosion. Product Warranty does not include damages caused by non-use of such dielectric separators.

3.14. The water or thermofluid used in the heating system (hydro toves, boilers, central heating stoves, among others) must comply with the legal requirements in force, as well as guarantee the following physical and chemical characteristics: absence of solid particles in suspension; low level of conductivity; residual hardness of 5 to 7 degrees; neutral pH, close to 7; low concentration of chlorides and iron; and absence of air inlets by depression or others. In case the installation enhances automatic water make-up, it should consider upstream a preventive treatment system composed of filtration, decalcification and preventive dosing of polyphosphates (scale and corrosion), as well as a degassing step, if necessary. If in any circumstance any of these indicators show values that are not recommended, the Warranty will cease to have effect. It is also compulsory to place a non-return valve between the automatic filling valve and the mains water supply, and that said supply always has constant pressure, even with a lack of electricity, not depending on lift pumps, autoclaves, or others.

3.15. Except as expressly provided by law, a warranty intervention does not renew the warranty period of the Product. The rights arising from the Warranty are not transferable to the purchaser of the Product.

3.16. The equipment must be installed in accessible places and without risk to the technician. The means necessary for access to them shall be made available by the Buyer, and the Buyer shall be responsible for any charges arising therefrom.

3.17. The Warranty is valid for the Products and equipment sold by RedPod solely and exclusively within the geographical and territorial zone of the country where the Product was sold by RedPod.

#### **4. Circumstances that exclude the application of the Warranty**

Excluded from the Warranty, being the total cost of the repair borne by the Buyer, the following cases:

- 4.1. Products with more than 2000 operating hours;
  - 4.2. Refurbished and resold products.
  
  - 4.3. Maintenance operations, Product settings, commissioning, cleaning, elimination of errors or anomalies that are not related to deficiencies of equipment components and replacement of the batteries
  
  - 4.4. Components in direct contact with fire such as: vermiculite supports, deflector or protective plates, vermiculite, sealing lanyards, burners, ash drawers, wood chips, smoke registers, ash grates, whose wear is directly related to the conditions of use. Degradation of the paint, as well as corrosion due to degradation of the paint, due to overloading of fuel, use of an open drawer or excessive drainage of the installation chimney (the chimney must respect the drawing recommended in the Product Technical Data Sheet). Glass breakage due to improper handling or other reason not related to Product deficiency. In the pellet family, the ignitors are aware part, so they are only guaranteed for 6 months, or 1000 ignitions (whichever comes first);
  
  - 4.5. Wear considered components, such as bearings and bushes;
  
  - 4.6. Deficiencies of components external to the Product that may affect its correct functioning, as well as material or other damages (e.g. tiles, roofing, waterproofing, pipes, or personal injury) caused by improper use of materials in the installation or by non-execution of the product installation in accordance with the rules for the installation, applicable regulations or rules of good art, in particular when the application of suitable piping to the temperature in use, expansion vessels, non-return valves, safety valves , anti-condensation valves, among others;
  
  - 4.7. Products whose operation has been affected by failures or deficiencies of external components or by poor sizing;
  
  - 4.8. Defects caused by the use of accessories or replacement components other than those determined by RedPod;
  
  - 4.9. Defects arising from non-compliance with the installation, use and operation instructions or applications not conforming to the intended use of the Product, or from abnormal climatic factors, unusual operating conditions, overload or maintenance or cleaning performed improperly;
  
  - 4.10. The Products that have been modified or manipulated by people outside the Official Technical Services of the brand and consequently without the explicit authorization of RedPod;
  
  - 4.11. Damage caused by external agents (rodents, birds, spiders, etc.), atmospheric and / or geological phenomena (earthquakes, storms, frost, hailstorms, thunderstorms, etc.), humid or saline aggressive environments such as proximity of the sea or river, as well as those derived from excessive water pressure, inadequate power supply (voltage with variations greater than 10%, with a nominal value of 230V, or, neutral voltage greater than 5V, or absence of earth protection); pressure or supply of inadequate circuits, acts of vandalism, urban confrontation and armed conflict of any kind, as well as derivatives;
  
  - 4.12. Failure to use the fuel recommended by the manufacturer is a condition of exclusion from the Warranty.;
- Explanatory note: In the case of pellet appliances the used fuel must be certified by EN 14961-2 grade A1. Also, before buying large quantity you should test the fuel to see how it behaves. In wood equipment, this moisture content must be of less than 20%.
- 4.13. The appearance of condensation, either by poor installation or by the use of non-virgin fuels (such as pallets or wood impregnated with paints or varnishes, salt or other components), which may contribute to the accelerated degradation of equipment and especially to your combustion chamber;
  
  - 4.14. All Products, Components or damaged components in transportation or installation;
  
  - 4.15. Cleaning operations carried out on the appliance or its components due to condensation, fuel quality, bad settings or other circumstances of the installation location. Also excluded from the Warranty are



interventions for the descaling of the Product (the removal of limestone or other materials deposited inside the apparatus and produced by the quality of the water supply). Also excluded from this warranty are air bleeding interventions of the circuit or unblocking of circulating pumps.

4.16. The installation of the equipment supplied by RedPod should contemplate the possibility of their easy removal, as well as points of access to the mechanical, hydraulic and electronic components of the equipment and the installation. When the installation does not allow immediate and safe access to the equipment, the additional cost of access and security will always be borne by the Buyer. The cost of disassembling and assembling boxes of plasterboard or masonry walls, insulation or other elements such as chimneys and hydraulic connections that prevent free access to the Product (if the Product is installed inside a carton of plasterboard, masonry or other dedicated space must comply with the dimensions and characteristics indicated in the instruction manual and use accompanying the appliance).

4.17. Interventions of information or clarification at home about the use of its heating system, programming and / or reprogramming of control and regulating elements, such as thermostats, regulators, programmers, etc.;

4.18. Interventions for the adjustment of fuel recipes in pellet devices, cleaning, detection of water leaks in pipes external to the apparatus, damage caused due to the need to clean the gas evacuation machinery or flues;

4.19. Urgency interventions not included in the provision of Warranty i.e., weekend and holiday interventions because they are special interventions not included in the Guarantee coverage and which therefore have an additional cost, will be carried out exclusively on request expressed by the Buyer and upon the availability of the Producer.

#### **5. Warranty Inclusion**

RedPod will correct without any charge to the Buyer the defects covered by the Warranty through the repair of the Product. The replaced Products or Components shall become the property of RedPod.

#### **6. Responsibility of RedPod**

Notwithstanding legally established, RedPod liability in respect of warranty is limited to that established in the present warranty conditions.

#### **7. Cost of Services performed outside the scope of the warranty**

The interventions carried out outside the scope of the warranty are subject to the application of the current tariff.

#### **8. Warranty Services performed out of scope Warranty**

The interventions carried out outside the scope of the Warranty and carried out by the official technical assistance service of RedPod have a 6-month guarantee.

#### **9. Warranty Spare Parts provided by RedPod**

Parts supplied by RedPod as part of the commercial sale of spare parts, i.e. not incorporated in the equipment, do not have a warranty.

#### **10. Replaced Parts under the of Scope Technical Service**

From the moment they are removed from the equipment, the Parts used are considered as waste. RedPod as a producer of waste in the scope of its activity is obliged by the legislation in force to deliver them to a licensed entity that performs the proper waste management operations under the law and therefore is prevented from giving them another destination, whatever. Therefore, the customer will be able to see the used parts resulting from the assistance, but cannot keep them in their possession.

#### **11. Administrative expenses**

In the case of invoices for services rendered, they are not processed in any stipulated period with default interest at the maximum legal rate in force.

#### **12. Competent court**

For the resolution of any dispute arising from the purchase and sale agreement having as object the products covered by the warranty, the contracting parties attribute exclusive jurisdiction to the courts of the district of Águeda, with express waiver of any other.