



## Manufacturer's Warranty on:

### Danfoss TRV (Thermostatic Radiator Valve) product range

Thank you for buying a Danfoss product that will bring energy savings and increase comfort in your home. Should you, against all expectations, experience a problem with the Products (as defined below), you will find that Danfoss A/S, Nordborgvej 81, DK-6430 Nordborg, Denmark, offers a manufacturer's warranty (hereinafter the "Warranty") as set out below

#### 1. Product range covered by the Warranty:

The following products, hereinafter referred to as the "Products", are covered by Warranty:

##### Smart Heatingrange:

- Danfoss Eco™ Radiator Thermostat
- Danfoss Ally™ Radiator Thermostat
- Danfoss Ally™ Gateway
- Danfoss Ally™ Room Sensor
- Danfoss Ally™ Protect RA
- Danfoss Ally™ Power Module 24V
- Danfoss Link™ CC Central Controller
- Danfoss Link™ Connect thermostat
- Danfoss Link™ RS Room Sensor
- Danfoss Link™ HC Hydronic Controller
- Danfoss Link™ RU Repeater Unit
- Danfoss Link™ FT Floor Thermostat

##### Mechanical TRV product families:

###### Radiator Sensors:

- Danfoss Aero™
- Danfoss Aveo™
- Danfoss RA2000
- Danfoss RAX
- Danfoss RAX-K
- Danfoss RAS-C2
- Danfoss RAS-C
- Danfoss RAS-CK
- Danfoss RAS-D
- Danfoss RAS-D2
- Danfoss RAS-DK
- Danfoss RAW
- Danfoss RAW-K
- Danfoss RAW-RTD
- Danfoss RAE
- Danfoss RAE-K
- Danfoss RAE-H
- Danfoss RA/V
- Danfoss RA/VL
- Danfoss RA-RTD
- Danfoss RA Remote setting
- Danfoss React™
- Danfoss Redia™
- Danfoss Regus™
- Danfoss RTR
- Danfoss FJVR

###### Build on Valves:

- Danfoss RA-DV
- Danfoss RA-U
- Danfoss RA-N
- Danfoss RA-IN
- Danfoss RA2000
- Danfoss RA-G
- Danfoss RA-UR
- Danfoss RA-UN
- Danfoss RA-FN
- Danfoss RA-FS
- Danfoss FJVR



#### **Lockshield Valves**

- Danfoss RLV
- Danfoss RLV-S
- Danfoss RLV-B
- Danfoss RLV-D

#### **H-pieces**

- Danfoss RLV-K
- Danfoss RLV-KS
- Danfoss RLV-KB
- Danfoss RLV-KDV

#### **Hydrocable**

- Danfoss HC-RE 75 RA-IN
- Danfoss HC-RE 45 RA-IN

#### **VHS**

- VHS-UN
- VHS-UR
- VHS-FN
- VHS-F
- VHS-E

#### **Design Products**

- RTX
- Danfoss RA-NCX
- RLV-CX
- VHX

## **2. Duration of the Warranty**

The Products are covered by this Warranty for a period of 5 years from the date of purchase by the first original end user customer, however never exceeding 64 months from the date of manufacture of the Product (the "5-year warranty period").

System Warranty: When mechanical TRV sensors - listed in section 1 above - are installed together with RA-DV, RA-N or RA-U valves, the **5 years** warranty is extended to a total of **10 years** from the date of purchase by the first original end user customer, however never exceeding 10 years and 4 months from the date of manufacture of the Product. We call this System Warranty.

To obtain the System Warranty the professional installer, who installs the Products must fill-in and sign the document attached hereto as Annex 1. This document together with the installer invoice clearly specifying the Products must be presented to Danfoss in case of a claim under the System Warranty.

The 5-year warranty period and the 10-year System Warranty are collectively referred to as the "Warranty Period".

## **3. Validity of the Warranty**

The Warranty is valid for Products manufactured after 01 March 2018 and the Products must be installed by a professional installer.

The Warranty shall become effective only with an installer invoice clearly specifying the Products. For the System Warranty it is further required that the professional installer installing the Products fills-in and signs Annex 1.

This Warranty applies only to the first original end-user customer and is subject to the terms and requirements described herein. This Warranty is non-transferable.

## **4. How to make a claim under the Warranty**

All claims under this Warranty must be made in writing.

Claims, together with proof of installation by professional installer (installer invoice) and special warranty extension document copy (i.e. Annex 1, when applies), must be made to the installer without undue delay and must be received by the installer no later than 30 days after discovery of a defect.

Danfoss may request you to forward the defective Product to us via the installer with a written notice describing the reason for returning the Product. Products returned or made available for repair shall be free of extraneous equipment, unless otherwise instructed. If Danfoss' examination shows that the Product is not defective, Danfoss may return the Product to you at your cost and risk.



Should your installer be unavailable please contact your local Danfoss sales representative/after sales support. Local directories can be found at: [www.danfoss.com](http://www.danfoss.com).

## 5. Scope of warranty

During the Warranty Period Danfoss will at its discretion offer a new, comparable replacement product, or repair the Product, if the Product is defective due to defects in design, material or workmanship and the fault lies with Danfoss.

The Warranty does not cover any costs related to installation or handling, such as demounting of the defective Products or mounting of a replacement products or repaired Product.

Batteries are not covered by the Warranty.

## 6. Limitations and exceptions from the warranty

This Warranty does not apply to defects

- which occur under conditions of operations other than the conditions stipulated in the technical specifications and the instructions;
- which are caused by your failure to implement all software bug fixes or software error fixes;
- which are caused by software bugs or errors significantly impeding the use of the Product, provided that Danfoss releases a software bug or error fix within a reasonable time;
- which result from improper use;
- which result from faulty installation; or
- which were caused by faulty maintenance.

If Danfoss or a third party instructed by Danfoss investigates or repairs a defect that is not covered by this Warranty, the time and material used by Danfoss to this end may be invoiced unless Danfoss is obliged to assume such costs for other legal reasons.

## 7. Disputes and law

Disputes between the owner of the products and Danfoss regarding this extended warranty must be handled by the Court in Sønderborg, Denmark, under Danish law.

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**IMPORTANT:** THIS WARRANTY BECOMES EFFECTIVE ONLY TOGETHER WITH AN INSTALLER INVOICE CLEARLY SPECIFYING THE PRODUCTS. FOR THE SYSTEM WARRANTY ANNEX 1 ALSO NEEDS TO BE FILLED-IN AND SIGNED BY THE INSTALLER.



## ANNEX 1

### System Warranty extension

#### System Warranty - 10 years

Applies only to:  
MECHANICAL RADIATOR SENSORS (see section 1) BUNDLES/KIT WITH RA-DV, RA-N and RA-U VALVES (Pre-setting and Pressure independent valves)

Applies to installer invoice n°	
Installer company name	
Installer address	
Installer e-mail address	
Installer telephone contact	
Date and installer sign	

Customer name	
Customer address of installation	
Customer e-mail address	