

**Conditions of AIRTÈCNICS guarantee:**

“Our guarantee is valid for a period of **one year** from the date of purchase, except in the case that the manufacturer decides to extend it. We will **adjust, repair or replace** at our discretion from our warehouse **any defect, system failure or part found to be defective**. The **assembly and transport costs out of our warehouse is at buyer expense**. The products that, in our eyes, have been inadequately used, incorrectly manipulated, improperly installed, connected to different nominal tensions, modified, repaired by non-authorized workers or that have suffered damages during transport are totally excluded from the guarantee.”

AIRTÈCNICS (certified ISO-9001:2015) has a **procedure to follow in case of a non-conformity** (P-10.2, D-2) that indicates all the steps to be taken to solve the problem. All non-conformities are registered. The best and fastest option to solve the problem is to inform our technicians in detail of the situation to be able to advise you by phone of the optimal solution (repair or change of component on site by the customer/installer or return for repair at the factory) with Airtècnics according to the conditions of the guarantee.

In addition, AIRTÈCNICS has **qualified external companies as an official after-sales technical service** (see list). These companies have conducted training courses and are prepared to perform repairs efficiently as they know our products and have direct contact with our specialists.

According to the conditions of the guarantee, **the intervention of these external companies is not included**, so the client has to **directly hire the qualified companies accepting their price rates** and must pay directly to these companies the after-sales services performed.

We consider that non-conformities are not just a penalty, we think that every non-conformity is also a good possibility to improve the quality of our products and service in our way to “Zero Defects”.

Is for this reason that we will be grateful because of your collaboration in front of any non-conformity and we request that you follow the guidelines that we provide.

Regards,

Jordi Hierro  
Quality Manager.