

General Terms of Warranty

The warranty under these terms is an additional benefit for the products ("Product", "Products") supplied by VILPE Oy ("VILPE").

The Buyer, hereafter, refers to the owner of the VILPE Oy Product, which is covered by the warranty under these terms.

Warranty

The technical warranty covers the technical functionality of the Product in the use for which it is intended, in accordance with the relevant VILPE installation, operation and maintenance instructions ("Installation, operation and maintenance instructions"). The warranty applies to the tightness of the Product's pass-throughs as well as the flow characteristics, insulation and mechanical durability of the discharge pipes. VILPE is not responsible for, and the warranty under these terms does not guarantee, the suitability of the Product for a purpose other than that indicated by VILPE, nor for extreme conditions.

The aesthetic warranty shall apply to Product deformations, major cracks extending through the Product and any major changes in the Product's plastic parts under conditions where the surface of the Product is subjected to a steady environmental or climatic impact, such as sunlight. This warranty does not cover normal discolouring or colour changes or corrosion damage in motors, electrical parts, sealants, sheet metal parts, screws or seals.

Warranty period

The aesthetic warranty period of VILPE® pass-throughs, exhaust and ventilation pipes and structures, roof drains, ventilation accessories and fastenings is ten (10) years and the technical warranty period twenty (20) years. The aesthetic warranty applies to Products purchased by the Buyer from VILPE and manufactured on or after 1 January 2013. VILPE Wive valves come with a ten (10) year warranty. The warranty does not apply to parts that intended to wear or are designed to be replaced. The warranty period for the motors and electrical parts of VILPE® roof fans is two (2) years.

The warranty period begins from the date of delivery of the Product. If the delivery date has not been stated in the Product's purchase receipt, the delivery date of the Product is considered to be the delivery date in accordance with the VILPE General Terms and Conditions of Sale.

Terms and limitations of the warranty

This warranty remains in force provided that the following conditions are met:

- The Product is used for the purpose specified by VILPE according to the product description.
- The Product has been installed, used and maintained in accordance with VILPE's installation, operating and maintenance instructions.
- VILPE® ventilation terminals that require a separate pass-through have been installed in VILPE® pass-throughs, and VILPE® ventilation terminals have been used in VILPE® pass-throughs.
- The Product has been used under normal conditions.

The warranty does not cover faults or defects caused by the following:

- installation, use or maintenance of the Product contrary to the installation, operating and maintenance instructions, or other neglect of the installation, operating and maintenance instructions;
- a chemical reaction between the Product and some other structural part or constant exposure to impurities;
- careless, improper transportation, storage or handling at a worksite or during installation;
- use of third party products or the actions of a third party
- treatment of the Product surface, such as by painting
- use of a pass-through or ventilation terminal from a supplier other than VILPE in combination with a VILPE® product
- normal wear and tear of the Product
- water condensation inside the pipes or the fan parts of roof fans or other impurities inside the duct.
- Use of the Product in an unsuitable electrical system (e.g. in the USA).
- The warranty does not cover damage caused by natural catastrophes, environmental catastrophes, exceptionally high contamination levels, fire, accidents, radiation or other causes that are beyond the scope of influence of VILPE.

Warranty procedure

The Buyer must present all warranty claims in writing to VILPE within one (1) month from the detection of the fault or from the point in time when the fault or defect should have been detected. Such a claim shall include:

- the name, address and telephone number of the Buyer invoking the warranty,
- the date of purchase and delivery of the Product and a copy of the purchase receipt showing the product number of the Product, as well as
- a sufficiently extensive and precise description of the fault or defect, and
- the time at which the failure was first detected.

VILPE is entitled to repair the fault or replace the faulty Product in according to its discretion.

In warranty repairs related to VILPE Wive products, a new product or thermostat will be sent to the Buyer. VILPE does not carry out any repairs related to Wive products on site.

VILPE is entitled to request that the Buyer returns the faulty Product to a location agreed by VILPE and the Buyer or to inspect the faulty Product, its installation and conditions of use, or have these inspected, at the Product installation site.

In case of VILPE-approved transport related to warranty repairs, VILPE shall pay the freight costs for the transport of the defective Product to the location agreed between VILPE and the Buyer.

In warranty repairs, VILPE shall cover the repair costs, provided that the following conditions are met:

- The defective parts have been handed over to an authorized VILPE technician or their representative, as designated by VILPE.
- The repair shall be started and performed during regular office hours. The authorised service technician shall be entitled to charge from the Buyer any additional costs arising from urgent repairs or repairs performed outside regular office hours, which VILPE is not liable for.
- Travel to the location of repair can take place by car or by regularly scheduled public transport, excluding waterborne, airborne and snow vehicles.
- A safe passage has been arranged to the maintenance/repair site, taking into account the applicable occupational safety regulations. This shall be ensured, for example, with ladder steps, roof ladders and/or roof bridge and securing systems for safety devices, if necessary, installed on the roof. The owner of the property is responsible for the possible operating and other costs of providing lifting equipment or other safe passage and similar conditions.
- Products with colour defects will be replaced by new products.

VILPE is not responsible for costs arising from the return, repair or replacement of a Product that has not been installed, used or maintained in accordance with the installation, operating and maintenance instructions.

The repair of the Product or its replacement with another product shall not extend the original warranty period.

Other conditions and limitations of liability

Matters concerning the warranty shall be handled and interpreted in accordance with the laws of Finland, with the exception of the conflict of laws rules and the United Nations' Convention on International Sale of Goods (CISG).

The warranty according to these warranty conditions constitutes the entirety of the warranty granted by VILPE for its Products. The exception is VILPE Sense products and the warranty conditions of this document do not apply to VILPE Sense products. These products have their own warranty conditions. VILPE does not grant any other warranties related to their Products.

This warranty does not cover any indirect losses or damage incurred by the Buyer due to a fault in the Product, or any losses or damage incurred by third parties.

The warranty expressed in the above terms and conditions shall apply to Products purchased by the Buyer from VILPE and manufactured on 01 January 2023 or thereafter. The date of manufacture of a Product is indicated in the date code marked on the Product.



> [VILPE.COM](https://vilpe.com)