



VILPE Oy Limited Warranty for the VILPE Sense System

This Limited Warranty is provided by VILPE Oy, a Finnish company with its registered office at Kauppatie 9, FIN-65610 Mustasaari, Finland, and applies to the VILPE Sense system purchased in the European Union.

I. WARRANTY

VILPE Oy warrants that, under normal use and service, the VILPE Sense Sensors and control units, including all electrical components, will be free from defects in materials and workmanship for a period of two (2) years from the original date of registration of the products to the VILPE Sense Cloud Service.

VILPE Oy warrants that, under normal use and service, the VILPE ECo roof fan used for the VILPE Sense system, including all electrical components, will be free from defects in materials and workmanship for a period of five (5) years.

VILPE Oy warrants that, under normal use and service, the VILPE Sense Mobile Base Station, including all electrical components, will be free from defects in materials and workmanship for a period of five (5) years from the original date of registration of the product to the VILPE Sense Cloud Service.

If a defect arises during this warranty period, VILPE Oy, at its discretion, will (1) repair the product using new or refurbished parts, (2) replace the product with a new or refurbished product that is equivalent to the product being replaced, or (3) refund the purchase price of the product. The decision to repair or replace will be made by VILPE Oy.

This Standard Warranty does not cover: (1) defects or damage resulting from misuse, accident, neglect, or from improper installation, operation, maintenance, alteration, or modification; (2) defects or damage from external causes such as power failure or electrical power surges; (3) products subjected to abnormal physical, thermal, or electrical stress; (4) normal wear and tear, or (5) any installation services, whether associated with the initial installation or any subsequent repair or replacement services.

II. 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 owner invoking the warranty,
- the serial number of the registered products, as well as
- a sufficiently extensive and precise description of the fault or defect, and
- the time at which the failure was first detected.

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 under these warranty terms constitutes the entire warranty provided by VILPE for its VILPE Sense products, and VILPE does not provide any other warranty in relation to VILPE Sense. 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 VILPE Sense 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 SENSE PREVENTATIVE MAINTENANCE MANUAL/RECOMMENDATION

To ensure the optimal functionality and longevity of your VILPE Sense system, VILPE Oy recommends adhering to the following preventative maintenance schedule and practices:

Visual Inspection (Annual): At least once a year, conduct a visual inspection of the exterior components of the VILPE Sense system, including the sensors and roof fans. Check for any visible signs of wear and tear, damage, or obstructions.

System Performance Check (Bi-Annual): Every six months, verify the system's performance by checking the temperature, relative humidity, absolute humidity, mold index, and roof fan motor speed data on the VILPE cloud service. If any unusual or inconsistent data is observed, consider having the system inspected by a professional.

Data Connection Check (Quarterly): Ensure that the system's data connection to the VILPE cloud service is functioning correctly. Check the data updates regularly and troubleshoot any connection issues promptly to ensure continuous system monitoring.

Cleaning (As Needed): If debris, dirt, or other obstructions are observed during your visual inspection, arrange for careful cleaning of the exterior components. Be sure to follow VILPE Oy's guidelines to prevent damage to the system.

Sensors: The lifespan of the sensors will inevitably decrease if they are continuously exposed to extremely moist conditions, such as in an area with an unresolved leaking issue. If, for example, a roof is already thoroughly wet, a leak detector may not function as intended. Therefore, if sensors detect leaks in a structure, it is essential that these leaks be promptly repaired.

Software Updates (As Released): Ensure the VILPE Sense system is always running the latest software version. Regular updates not only provide new features but also improve the system's performance and reliability.

Remember, this maintenance schedule is a general guideline. Depending on the local climate, the environment around the building, and the specifics of the building itself, maintenance needs may vary. Always consult with a professional if you're unsure about any aspect of the system's maintenance.

Please note, failure to comply with these recommended preventative maintenance practices may affect the validity of your Extended Limited Warranty. If you have any questions or need further information, please contact VILPE Oy's customer service team.

