



Saunier Duval

awb



Bulex

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Hermann  
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protherm

# VivAir One

SDHL1-025NWO

SDHL1-030NWO

SDHL1-045NWO

SDHL1-060NWO

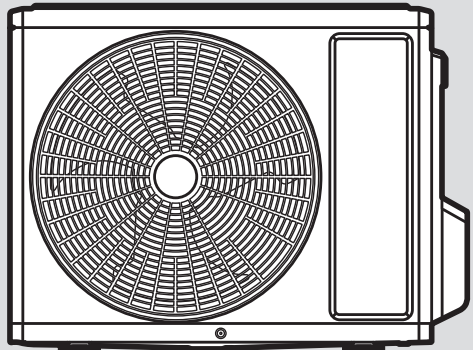
SDHL1-025NWI

SDHL1-030NWI

SDHL1-045NWI

SDHL1-060NWI

TRANSLATION



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# Operating instructions

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# 1 Safety

## 1.1 Action-related warnings

### Classification of action-related warnings

The action-related warnings are classified in accordance with the severity of the possible danger using the following warning signs and signal words:

### Warning symbols and signal words



#### **Danger!**

Imminent danger to life or risk of severe personal injury



#### **Danger!**

Risk of death from electric shock



#### **Warning.**

Risk of minor personal injury



#### **Caution.**

Risk of material or environmental damage

## 1.2 Intended use

There is a risk of injury or death to the user or others, or of damage to the product and other property in the event of improper use or use for which it is not intended.

The product is designed for air conditioning living and office spaces.

Intended use includes the following:

- observance of the operating instructions included for the product and any other installation components
- compliance with all inspection and maintenance conditions listed in the instructions.

This product can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the product in a safe way and understand the hazards involved. Children must not play with the product. Cleaning and user maintenance work must not be carried out by children unless they are supervised.

Any other use that is not specified in these instructions, or use beyond that specified in this document, shall be considered improper use. Any direct commercial or industrial use is also deemed to be improper. Any use for storing food, plants or other perishable food is also viewed as improper use.

#### **Caution.**

Improper use of any kind is prohibited.

## **1.3 General safety information**

### **1.3.1 Risk of death due to changes to the product or the product environment**

- ▶ Never remove, bridge or block the safety devices.
- ▶ Do not tamper with any of the safety devices.
- ▶ Do not damage or remove any tamper-proof seals on components.
- ▶ Do not make any changes:
  - The product itself
  - The water and electricity supply lines
  - to the expansion relief valve
  - to the drain pipework
  - to the air inlets and air outlets
  - to the pipelines for the air supply and air exhaust
  - to constructional conditions that may affect the operational reliability of the product

### **1.3.2 Danger caused by improper operation**

Improper operation may present a danger to you and others, and cause material damage.

- ▶ Carefully read the enclosed instructions and all other applicable documents, particu-

larly the "Safety" section and the warnings.

- ▶ Only carry out the activities for which instructions are provided in these operating instructions.

### **1.3.3 Risk of injury and material damage due to maintenance and repairs carried out incorrectly or not carried out at all**

- ▶ Never attempt to carry out maintenance work or repairs on your product yourself.
- ▶ Faults and damage should be immediately rectified by a competent person.
- ▶ Adhere to the maintenance intervals specified.

### **1.3.4 Risk of death from electric shock**

- ▶ Do not handle the product when your hands are wet or moist.

### **1.3.5 Risk of injury caused by refrigerant**

Leaking refrigerant may lead to serious eye injuries and to lack of oxygen at the installation site.

- ▶ Do not damage any unit components that contain refrigerant.
- ▶ Ensure that the air-conditioning unit's pipes are not damaged by sharp or pointed ob-

jects, and that the pipes are not crushed or twisted.

- ▶ If refrigerant has leaked, inform a qualified competent person who will eliminate the leak.
- ▶ If refrigerant gets into someone's eyes, seek medical attention immediately.
- ▶ Use protective gloves when handling refrigerant.

### **1.3.6 Risk of injury caused by the fan**

The high speed of the fan may lead to injuries.

- ▶ Never place your fingers or other objects into the air inlets or outlets or between the fins while the product is operating.

### **1.3.7 Risk of death caused by fire**

A refrigerant with low flammability (safety assembly A2) is used in the product.

- ▶ Do not use any open flames near the product.
- ▶ Do not use any flammable materials near the product; in particular, do not use any sprays or other combustible gases.

### **1.3.8 Health hazard caused by direct air flow**

- ▶ Do not point the air flow directly at people, and espe-

cially not at children, disabled people or elderly people.

### **1.3.9 Risk of environmental damage caused by refrigerant**

The product contains a refrigerant that must not be allowed to escape into the atmosphere.

- ▶ Ensure that a competent person who is qualified to work with refrigerants services the product and, after decommissioning, recycles or disposes of it.

### **1.3.10 Risk of faults or malfunctions**

- ▶ Do not place any objects on or close to the outdoor unit.

### **1.3.11 Batteries**

- ▶ Note the battery type, as described in these instructions; see section "Data plate".
- ▶ Remove and insert batteries as described in these instructions; see section "Changing the batteries".
- ▶ Do not recharge non-rechargeable batteries.
- ▶ Remove rechargeable batteries from the product before charging them.
- ▶ Do not combine batteries with other battery types.
- ▶ Do not combine new and used batteries.



- ▶ Insert the batteries, making sure that the poles are the right way round.
- ▶ Remove the dead batteries from the product and dispose of them correctly.
- ▶ Remove the batteries if you intend to store the product and not use it for an extended period and/or to scrap it.
- ▶ Do not short-circuit the connection contacts in the product's battery compartment.



## 2 Notes on the documentation

### 2.1 Observing other applicable documents

- ▶ You must observe all operating instructions enclosed with the system components.

### 2.2 Storing documents

- ▶ Keep this manual and all other applicable documents safe for future use.

### 2.3 Validity of the instructions

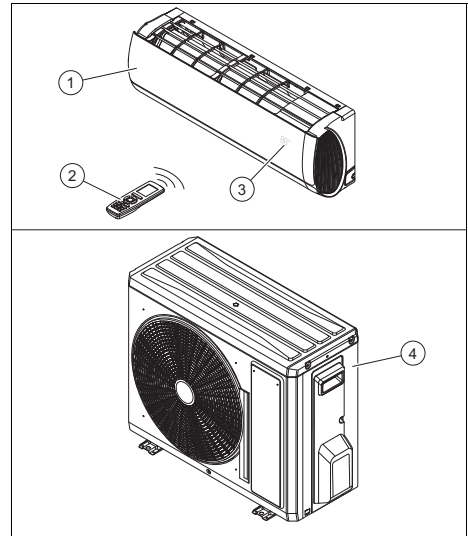
These instructions apply for the following products only:

#### Unit – article number

SDHL1-025NWO outdoor unit	0010044017
SDHL1-030NWO outdoor unit	0010044018
SDHL1-045NWO outdoor unit	0010044019
SDHL1-060NWO outdoor unit	0010044020
SDHL1-025NWI indoor unit	0010044036
SDHL1-030NWI indoor unit	0010044037
SDHL1-045NWI indoor unit	0010044038
SDHL1-060NWI indoor unit	0010044039

## 3 Product description

### 3.1 Product design



- |   |                |   |                                   |
|---|----------------|---|-----------------------------------|
| 1 | Indoor unit    | 3 | Temperature/<br>operating display |
| 2 | Remote control | 4 | Outdoor unit                      |

### 3.2 Main functions

The remote control controls the product's heating, cooling, ventilation and dehumidification functions.

The remote control has a time-scheduling function for switching the indoor unit on and off in a time-controlled manner.

#### 3.2.1 Heating

The room temperature sensor measures the room temperature. If the room temperature is lower than the desired temperature, the control activates the heating.

In heating mode, the indoor unit increases the temperature of the room in which it is installed.

#### 3.2.2 Cooling

The room temperature sensor measures the room temperature. If the room temperature is higher than the desired temperature, the control activates the cooling.



In cooling mode, the indoor unit reduces the temperature of the room in which it is installed.

### 3.2.3 Ventilation

In ventilation mode, the air is circulated in the room.

It is not possible to set the temperature in ventilation mode.

### 3.2.4 Dehumidification

In dehumidification mode, the indoor unit reduces the air humidity in the room in which it is installed.

It is not possible to set the fan speed in dehumidification mode. The fan runs at minimum rotational speed.

## 3.3 Permissible temperature ranges for operation




The indoor unit's cooling output/ heat output varies depending on the environmental temperature of the outdoor unit.

	Cooling	Heating
Outdoor unit	-15 to 48 °C	-15 to 24 °C
Indoor unit	16 to 30 °C	16 to 30 °C

## 3.4 Data plate

The data plate is mounted on the right-hand side of the product at the factory.

Information on the data plate	Meaning
Cooling / Heating	Cooling/heating mode
Rated Capacity	Rated power
Power Input	Electrical input power
EER / COP	Energy Efficiency Ratio / Coefficient of Performance
A35 - A27(19) / A7(6) - A20	Check conditions for determining the performance data in accordance with EN 14511

Information on the data plate	Meaning
Pdesignc / Pdesignh (Average)	Cooling output/ heat output (average) under test conditions for calculating the SEER / SCOP
SEER / SCOP (Average)	Seasonal Energy Efficiency Ratio / Seasonal Coefficient of Performance (average)
Max. Power Consumption / Max. operating current / IP	Max. power consumption / Max. power consumption / IP rating
220-240 V ~ / 50 Hz / 1 PH	Electrical connection: Voltage / Frequency / Phase
Refrigerant	Refrigerant
GWP	Global warming potential (Global Warming Potential)
Operating Pressure / Hi P / Lo P	Permissible operating pressure / high-pressure side / low-pressure side
Net Weight	Net weight
	The product contains a highly flammable fluid (safety class A2L).
	Read the instructions.
	Barcode with serial number 3rd to 6th digits = production date (year/week) 7th to 16th digit = product article number

## 3.5 CE marking



The CE marking shows that the products comply with the basic requirements of the applicable directives as stated on the declaration of conformity.

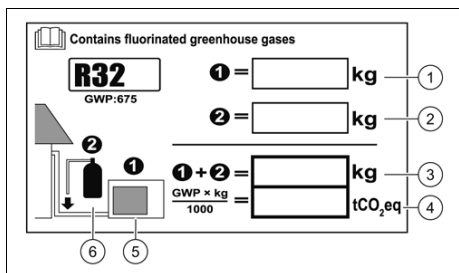
The manufacturer hereby declares that the type of radio equipment that is described in these instructions complies with Directive 2014/53/EU. The complete text for the EU Declaration of Conformity is available

at: <http://www.vaillant-group.com/doc/doc-radio-equipment-directive/>.

### 3.6 Fluorinated greenhouse gases

The product contains fluorinated greenhouse gases in a hermetically sealed device. As specified in the technical specifications from the manufacturer, the tested leak rate for the electrical switchgear is less than 0.1% per year.

### 3.7 Data sheet for filling the product with refrigerant



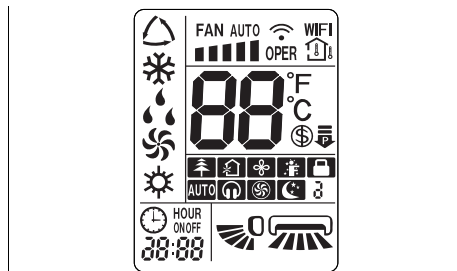
The outdoor unit on the product has already been filled with refrigerant. The data sheet provides information on filling the product with refrigerant.

Once the installation is complete, the installer must comply with the specifications for filling with refrigerant that are included in the data sheet.

## 4 Operation

The product is controlled via the remote control.

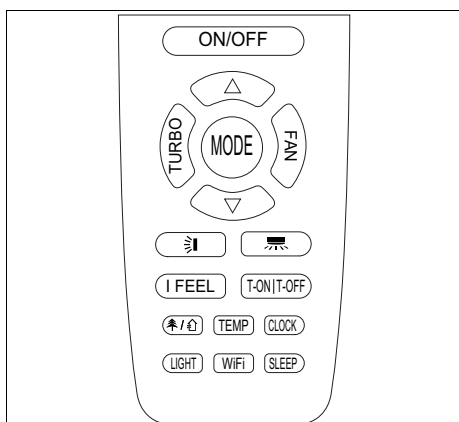
## 4.1 Display



Symbol	Description
	Automatic mode
	Cooling mode
	Dehumidification mode
	Ventilation mode
	Heating mode
	Fan function and speed
	Data transfer
	WLAN function activated
	The desired temperature is displayed
	The room temperature is displayed
	The outdoor temperature is displayed (function not available)
	Temperature display
	Energy-saving function activated
	Eco mode activated (function not available)
	Ionisation mode activated (function not available)
	Fresh-air mode activated (function not available)
	Indoor unit overrun activated
	I FEEL mode activated
	Product is locked
	Noise reduction mode activated (function not available)
	TURBO mode activated

Symbol	Description
	SLEEP mode activated
ON/OFF	TIMER mode activated (start time/end time)
	Time
	Function display for the vertical air distribution system
	Function display for the horizontal air distribution (function not available)

## 4.2 Control elements



Button	Description
ON/OFF	Switching the product on/off
TURBO	Activating/deactivating TURBO mode
MODE	Select the operating mode
FAN	Selecting the fan speed
	Increasing the set value
	Reducing the set value
	Selecting the vertical air distribution
	Selecting horizontal air distribution (function not available)
I FEEL	Activating/deactivating I FEEL mode
T-ON/T-OFF	Activating/deactivating TIMER mode
	Activating/deactivating ionisation mode/fresh-air mode (function not available)

Button	Description
TEMP	Displaying the desired/room temperature
CLOCK	Setting the time
LIGHT	Activating/deactivating the display lighting on the indoor unit
WIFI	Activating/deactivating the WLAN function
SLEEP	Activating/deactivating SLEEP mode

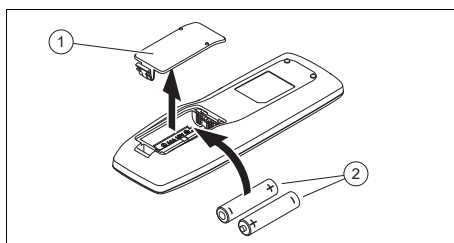
## 4.3 Inserting batteries



### Note

If you operate the product with the remote control, point this directly at the indoor unit.

The range of the remote control is approx. 7 m. In rooms with fluorescent lamps cordless telephones, the range may be reduced.








1. Remove the battery compartment cover (1).
2. Insert two AAA (2) batteries. In doing so, pay attention to the correct polarity (see battery compartment).
3. Reattach the battery compartment cover (1).
  - ▽ If the display does not switch on, check whether the batteries have been inserted correctly.

## 4.4 Switching the product on/off

- ▶ Press **ON/OFF** to switch the product on or off.

## 4.5 Select the operating mode

- ▶ Press **MODE** to switch through the operating modes and to select an operating mode:
  - ◀ Automatic mode: 
  - ◀ Cooling mode: 
  - ◀ Heating mode: 
  - ◀ Ventilation mode: 
  - ◀ Dehumidification mode: 


### 4.5.1 Automatic mode

In automatic mode, the product automatically selects cooling mode or heating mode, depending on the room temperature.

The desired temperature is specified and cannot be changed:



- In cooling mode, the desired temperature is 25 °C.
- In heating mode, the desired temperature is 20 °C.

The fan speed can be set via **FAN**.  
(→ Page 14)


The vertical air distribution can be set via . (→ Page 13)

### 4.5.2 Cooling mode

In cooling mode, the indoor unit cools the room to the set desired temperature.

The desired temperature can be set via  or . (→ Page 13)

The fan speed can be set via **FAN**.  
(→ Page 14)

The vertical air distribution can be set via . (→ Page 13)





#### Note


If the product runs for an extended period at a higher air humidity in cooling mode, water may drip out of the outlet grille.

## 4.5.3 Heating mode

In heating mode, the indoor unit heats the room to the set desired temperature.

The desired temperature can be set via  or . (→ Page 13)

The fan speed can be set via **FAN**.  
(→ Page 14)


The vertical air distribution can be set via . (→ Page 13)

## 4.5.4 Ventilation mode

In ventilation mode, the indoor unit circulates the room air.

The room temperature is not changed here.

The fan speed can be set via **FAN**.  
(→ Page 14)


The vertical air distribution can be set via . (→ Page 13)

## 4.5.5 Dehumidification mode

In dehumidification mode, the indoor unit reduces the air humidity.


The room temperature is not changed here.

The fan speed can be set via **FAN**.  
(→ Page 14)

The vertical air distribution can be set via . (→ Page 13)

# 5 Operating and display functions

## 5.1 Setting the time

1. Press **CLOCK**.
  - ◀  flashes on the display.
2. Set the time. (→ Page 13)
3. Press **CLOCK** to confirm the setting.

## 5.2 Switching the indoor unit display lighting on/off




- ▶ Press **LIGHT** to switch the indoor unit's display lighting on or off.

## 5.3 Changing the temperature display unit

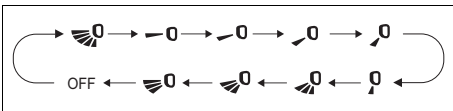
**Condition:** The product is switched off.



- ▶ Press **▽** and **MODE** at the same time in order to display the temperature in Celsius or Fahrenheit.

## 5.4 Changing the temperature display

- ▶ Press **TEMP** to display different temperatures on the display.
  -  : The desired temperature is displayed
  -  : The room temperature is displayed
  -  : The outdoor temperature is displayed (function not available)


## 5.5 Setting the vertical air distribution



1. Press .
  - ◁ The function display for the vertical air distribution appears on the remote control display.
2. **Alternatives 1:**
  - ▶ Press  again in order to switch the through the various directions for the vertical air distribution:
    - Oscillating air flow across the entire angle
    - Air flow in a narrow area (different angles can be selected)

- Oscillating air flow over a smaller angle (different angles can be selected)

### 2. Alternatives 2:

- ▶ Press and hold .
  - ◁ The air flow oscillates across the entire angle
- ▶ Release the button to select the current angle for the air flow.


## 5.6 Setting times





### Note

This function is not available in all operating modes.

### 1. Alternatives 1:

- ▶ Press  or  to change the times by one minute in each case.

### 1. Alternatives 2:



- ▶ Press and hold  or  to change the times more quickly.

## 5.7 Setting the desired temperature





### Note



This function is not available in all operating modes.

1. Press  or  to set the desired temperature.

### 2. Alternatives 1:

- ▶ Press  or  again to change the desired temperature by 1 degree each time.

### 2. Alternatives 2:

- ▶ Press and hold  or  to change the desired temperature more quickly.

## 5.8 Setting the fan speed



### Note

This function is not available in all operating modes.

1. Press **FAN** to set the fan speed.
2. Press **FAN** again to switch through the five different speed levels.

## 5.9 Blocking the remote control

- ▶ Press **△** and **▽** at the same time to lock or unlock the remote control.
  - ◁ The lock indicator **🔒** appears on the display for the locked remote control.

## 5.10 Activating SLEEP mode



### Note

You can use SLEEP mode **🌙** to automatically adjust the room temperature during the night. In cooling mode/heating mode when SLEEP mode is activated, the temperature is raised/lowered by 1 °C in one hour and by 2 °C after two operating hours and then kept at this value.

- ▶ Press **SLEEP** to activate/deactivate SLEEP mode.
  - ◁ When SLEEP mode is activated, **🌙** appears on the display.

## 5.11 Activating/deactivating TIMER mode

1. Ensure that the product is set to the right time. (→ Page 12)
2. Press **T-ON|T-OFF**.
  - ◁ Depending on the product's current operating mode (switched off/switched on), ON or OFF flashes on the display.
3. Set the time. (→ Page 13)
4. Press **T-ON|T-OFF** to confirm the set start time or end time.
  - ◁ ON or OFF is shown permanently on the display.

- ◁ The switched-off product will switch on at the set start time or the switched-off product will be switched off at the set end time.

5. Press **T-ON|T-OFF** to deactivate the activated TIMER mode.

## 5.12 Activating TURBO mode



### Note

TURBO mode is available in cooling mode and in heating mode.

- ▶ Press **TURBO** to activate/deactivate TURBO mode.
  - ◁ In TURBO mode, the product works at the maximum fan speed.

## 5.13 Activating/deactivating I FEEL mode



### Note

I FEEL mode uses the temperature sensor on the remote control to better control the room temperature and the air flow.

1. Press **I FEEL** to activate/deactivate I FEEL mode.
  - ◁ When I FEEL mode is activated, **🌡️** appears on the display.

**Condition:** I FEEL mode is activated

- ▶ Ensure that the remote control:
  - Is located close to you.
  - Is located within range of the indoor unit.
  - Is not located close to a source of heat or cold.

## 5.14 Activating/deactivating the energy-saving function



### Note

The energy-saving function automatically regulates the room temperature in heating mode/cooling mode to 8 °C or 27 °C.

1. Select heating mode or cooling mode.
2. Press and hold **TEMP** and **CLOCK** at the same time to activate/deactivate the energy-saving function.
  - ◁ In heating mode, appears on the display.

## 5.15 Activating/deactivating the WiFi function

1. Press **WiFi** to activate the WiFi function.
  - ◁ **WiFi** appears on the display.



### Note

This function can only be used with the appropriate accessory.

2. Press and hold **WiFi** for five seconds to deactivate the WiFi function.

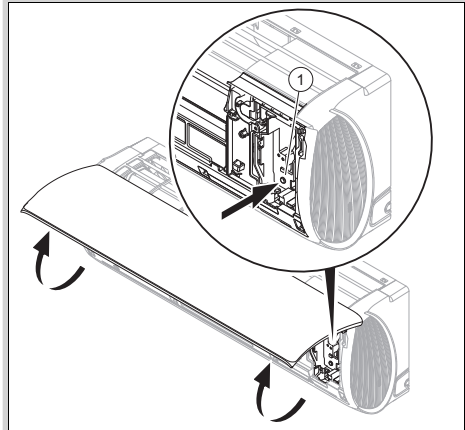
## 5.16 Operating with several indoor units

If your air-conditioning system consists of several indoor units, the temperature is set independently for the individual rooms.

Ensure that all of the indoor units are set to either cooling mode or heating mode so that the installation works correctly.

## 5.17 Using limp home mode

Condition: Defective remote control



- ▶ Open the front flap of the indoor unit.
- ▶ Press the button **(1)** to switch on limp home mode.
  - ◁ A beeping sound is made to indicate that limp home mode is activated.
  - ◁ The product runs in automatic mode.
- ▶ Press the button again to switch off the product.

## 6 Care and maintenance

### 6.1 Caring for the product

- ▶ Clean the casing with a damp cloth and a little solvent-free soap.
- ▶ Do not use sprays, scouring agents, detergents, solvents or cleaning agents that contain chlorine.

### 6.2 Cleaning the indoor unit

1. Wipe the indoor unit's casing with a soft, dry cloth.
2. In the event of stubborn contamination, clean the casing with water and a neutral cleaning agent.
  - Keep the inside of the indoor unit free from cleaning agents.

### 6.3 Cleaning the outdoor unit

1. Wipe the casing on the outdoor unit using a dry cloth.
2. Remove any dirt from the surface of the air inlet.
3. If the outdoor unit is located in a dusty environment, clean the fins of the heat exchanger at regular intervals using a soft brush.

### 6.4 Cleaning the remote control

- ▶ Only use a dry cloth to clean the remote control.

### 6.5 Cleaning the air filters



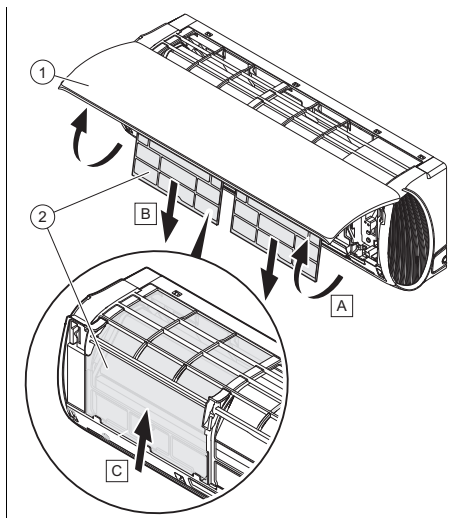
#### Caution.

#### Risk of faults or malfunctions!

Fragrance systems and anti-odour systems in the filter or in the inner extract air flow may damage or contaminate the heat exchanger.

- ▶ If required, install these systems at the indoor unit's air outlet.
- ▶ Ensure that these systems only become active once the fan is switched on.

1. Clean the air filters at least every three months.



2. Open the front flap on the indoor unit (1) by pulling it upwards.
3. Pull the filters (2) downwards and out.
4. Clean the air filters using a vacuum cleaner or warm water (max. 45 °C) and a neutral cleaning agent.
5. Ensure that the filters are completely dry before reinserting them in the indoor unit.
6. Insert the filter as far as it will go so that it completely clicks into place.
  - ◁ If the odours persist, you must replace the filters.

### 6.6 Maintenance

Annual inspection/maintenance of the product by a competent person is a prerequisite for ensuring that the system is constantly ready for operation, reliable and has a long service life.



## 7 Decommissioning

### 7.1 Temporarily decommissioning the product

- ▶ Press the on/off button.
  - ◁ The display goes out.

### 7.2 Permanently decommissioning the product

- ▶ Employ an installer to permanently decommission the product. Consult an authorised competent person.

#### 7.2.1 Arranging disposal of refrigerant

The product contains the refrigerant R32, which must not be allowed to escape into the atmosphere.

- ▶ Refrigerant must only be disposed of by a qualified installer.

## 8 Recycling and disposal

- ▶ The competent person who installed your product is responsible for the disposal of the packaging.



■ If the product is labelled with this mark:

- ▶ In this case, do not dispose of the product with the household waste.
- ▶ Instead, hand in the product to a collection centre for waste electrical or electronic equipment.



■ If the product contains batteries that are labelled with this mark, these batteries may contain substances that are hazardous to human health and the environment.

- ▶ In this case, dispose of the batteries at a collection point for batteries.

## 9 Guarantee and customer service

### 9.1 Guarantee

You can find information about the manufacturer's guarantee in the appendix.

### 9.2 Customer service

The contact details for our customer service are provided on the back page, in the appendix or on our website.

# Appendix

## A Troubleshooting

Problem	Possible causes	Remedy
The remote control display does not switch on	Check whether the batteries have been inserted correctly.	Pay attention to the correct polarity.
	The batteries are discharged	Change the batteries. Always replace both batteries at the same time.
The system does not start immediately	The system does not immediately restart after a switch-off sequence.	For protection, the installation remains switched off for at least three minutes after it is stopped each time. Switch it back on again after this time.
	The protective circuit is triggered in order to protect the product if the plug is pulled out of the plug socket and then immediately plugged back in again.	
The system does not work at all (fan cannot be switched on)	The power supply cable is not connected	Plug the plug into the plug socket and switch on the indoor unit.
	The power has failed	Re-establish the power supply to the installation.
	The fuse is defective	Inform a competent person.
Insufficient cooling or heating	Doors and/or windows open	Close the doors and/or windows.
	The heat source is located in the room (lots of people in the room)	If possible, remove the heat source.
	The thermostat is set to a temperature that is too high in cooling mode	Set the optimum temperature.
	The thermostat is set to a temperature that is too low in heating mode	Set the optimum temperature.
	The air filter is dirty or blocked	Clean the air filters.
	Obstruction in front of the air inlet or air outlet	Remove the obstruction in order to guarantee sufficient air circulation.
	The room temperature does not reach the defined level	Wait a moment.
	Direct solar radiation through the window while the product is operating in cooling mode	Protect the indoor unit against solar radiation (e.g. hang curtains, close blinds, etc.).
Noise emission	During operation or when the unit is switched off, you may hear a rustling noise. The noise is at its loudest in the first 2-3 minutes.	The cause of this rustling is the refrigerant flowing into the unit. The noise does not indicate that there is a malfunction.
	While the system is operating, a crackling noise can be heard	The cause of this noise is temperature changes and, linked to that, the expansion or contraction of the vessel. The noise does not indicate that there is a malfunction.
	A loud air noise while the system is operating may be caused by contamination of the air filters	Clean the air filters thoroughly.

<b>Problem</b>	<b>Possible causes</b>	<b>Remedy</b>
Odours	The system leaves odours circulating in the room air (cigarette or furniture odours)	No corrective measures
Build-up of mist or steam	In heating mode or in low temperatures, the outdoor unit may generate vapour during the thawing process.	No corrective measures
The indoor unit's screen shows E07.	The individual indoor units for the air-conditioning system are not configured in the same operating mode.	Set all of the indoor units either to cooling mode or to heating mode.

# Country specifics

## 1 Guarantee

**Validity:** Belgium

Informationen zur Herstellergarantie erfragen Sie unter der auf der Rückseite angegebenen Kontaktadresse.

**Validity:** Belgium

Pour obtenir des informations concernant la garantie constructeur, veuillez contacter l'adresse indiquée au verso.

**Validity:** Belgium

Informatie over de fabrieksgarantie kunt u bij het aan de achterkant opgegeven contactadres verkrijgen.

**Validity:** Spain

Saunier Duval le garantiza que su producto dispondrá de la Garantía Legal y, adicionalmente, de una Garantía Comercial, en los términos y condiciones que puede consultar a través de la página Web [www.saunierduval.es](http://www.saunierduval.es), o llamando al número de teléfono 913 751 751.

Condiciones de Garantía:



Usted puede solicitar la activación de su Garantía Comercial y la puesta en marcha GRATUITA, si procede según su producto, a su Servicio Técnico Oficial Saunier Duval. Si lo prefiere, también puede llamarnos al 910 77 99 11, o entrar en [www.saunierduval.es](http://www.saunierduval.es).

Solicitud de puesta en marcha y activación de garantía:



**Validity:** Italy

1. Hermann Saunier Duval garantisce la qualità, l'assenza di difetti e il regolare funzionamento dei propri prodotti, impegnandosi a eliminare ogni difetto originario a titolo completamente gratuito nel periodo coperto dalla presente Garanzia.
2. La presente Garanzia è offerta per l'acquisto dei prodotti nuovi e dura DUE ANNI dalla data di acquisto del prodotto da parte dell'utente finale.
3. La presente Garanzia opera esclusivamente per i prodotti Hermann Saunier Duval commercializzati e installati in Italia, Repubblica di San Marino, stato Città del Vaticano e viene prestata da Hermann Saunier Duval, i cui riferimenti sono indicati in calce, attraverso la propria Rete di Assistenza Tecnica Ufficiale denominata "Hermann Saunier Duval Service".
4. Per far valere i diritti di cui alla presente Garanzia convenzionale l'utente dovrà:
  - far effettuare la Prima Accensione Gratuita da un centro d'assistenza Ufficiale per i seguenti prodotti: caldaie, termoregolazione, collettori e bollitori solari, pompe di calore, unità di ventilazione meccanica controllata. All'atto della Prima Accensione il CAT provvederà a registrare sulla Cartolina di Garanzia la data di acquisto del prodotto da parte dell'utente attestata da un titolo di acquisto e dalla dichiarazione di conformità, incaricandosi di consegnarla a Vaillant Group Italia S.p.A.
  - compilare la Cartolina di Garanzia e spedirla direttamente a Vaillant Group Italia S.p.A, per i seguenti prodotti: scaldabagni e condizionatori. Per la validità della garanzia farà fede il titolo di acquisto del prodotto e la dichiarazione di conform-

mità rilasciata da una ditta abilitata secondo le norme vigenti;

- richiedere in caso di difetto o guasto l'intervento gratuito a domicilio sul prodotto installato contattando il Centro di Assistenza Ufficiale.

5. La Prima Accensione Gratuita del prodotto non costituisce in nessun caso il collaudo dell'impianto e neppure sostituisce altre operazioni di installazione, verifica, controllo e manutenzione dovute e svolte sull'impianto da soggetti abilitati a norma di Legge, le quali, anche se richieste in occasione della Prima Accensione Gratuita, dovranno essere concordate e prestate separatamente dalla presente Garanzia. A titolo indicativo e non esaustivo, per esempio: riempimento circuito riscaldamento, circuito solare, circuito frigorifero, circuito soluzione salina, analisi di combustione, prova tenuta tubazione gas, prova di tiraggio della canna fumaria, etc.

6. Hermann Saunier Duval si riserva di valutare e di offrire un rimedio di riparazione, o di sostituzione, tecnicamente idoneo a risolvere gli eventuali difetti del prodotto. In ogni caso la riparazione o la sostituzione di pezzi del prodotto, o se necessario l'eventuale sostituzione del prodotto durante il periodo coperto dalla presente Garanzia, non comportano un prolungamento del periodo di Garanzia.

7. Sono esclusi dalla presente Garanzia altri prodotti presenti nell'impianto, non inseriti in questa garanzia, e tutti i difetti che risultano dovuti alle seguenti cause:

- manomissione o errata regolazione del prodotto da parte dell'utente o di terzi al di fuori della Rete di Assistenza Tecnica Hermann Saunier Duval Service,
- condizioni di utilizzo non previste dalle istruzioni e avvertenze, precauzioni, raccomandazioni fornite

da Hermann Saunier Duval a carico del prodotto e degli obblighi di manutenzione imposti dalla legislazione vigente;

- condizioni di utilizzo e manutenzioni errate del prodotto e/o dell'impianto, tenuto conto di quanto indicato nelle istruzioni, avvertenze, precauzioni, raccomandazioni,
- utilizzo di parti di ricambio non originali Hermann Saunier Duval ,
- fenomeni non imputabili al prodotto quali errato dimensionamento, blocchi o malfunzionamenti delle pompe e/o intasamenti dovuti a sporcizia in genere presente nei circuiti (es. di riscaldamento, sanitario, frigorifero ecc.),
- difettosità dell'impianto, errori di installazione o non conformità dell'impianto rispetto alle istruzioni (avvertenze, precauzioni, raccomandazioni) e alle leggi e ai regolamenti e alle norme tecniche applicabili (es. errata regolazione, alimentazione del prodotto con gas o tensione impropria, utilizzo al di fuori del campo di omologazione del prodotto, mancanza del collegamento delle valvola di sicurezza alla rete fognaria ecc.),
- comportamenti colposi o dolosi imputabili a soggetti terzi rispetto a Hermann Saunier Duval , nelle fasi di trasporto, movimentazione, stoccaggio, montaggio, installazione e regolazione del prodotto,
- eventi di forza maggiore (es. fulmini, inondazioni, terremoti, gelo ecc.), scioperi, manifestazioni o atti vandalici.
  - Sono, inoltre, esclusi:
- i materiali e le parti di consumo, quali guarnizioni e filtri, se non quando sia provato il vizio di fabbricazione,

- le spese necessarie per la riparazione di prodotti installati in ambienti e/o posizioni difficilmente raggiungibili dal Centro Assistenza Ufficiale senza l'ausilio di attrezzature particolari (a titolo di puro esempio: ponteggi, scale, carrelli elevatori, smontaggio di arredi, es. pensili della cucina),
- la fornitura e l'acquisto di combustibile, energia elettrica, acqua potabile, ecc.
- Ogni eventuale intervento di assistenza tecnica richiesto per eliminare difetti o guasti imputabili a una delle cause di esclusione di cui sopra potrà essere concordato separatamente dalla presente Garanzia, e tutti i costi e gli oneri relativi saranno a carico dell'utente.

- La presente Garanzia Convenzionale lascia impregiudicati i diritti dell'utente rispetto a quanto stabilito dalla Direttiva 99/44/CEE per le garanzie legali di vendita e dal relativo Decreto di recepimento in Italia (D.Lgs. n. 206/2005 – Codice del Consumo).
- Le presenti condizioni di Garanzia sono le uniche offerte dalla Hermann Saunier Duval all'utente e non possono essere sostituite o modificate da altre dichiarazioni o promesse da chiunque fornite. Solo Vaillant Group Italia potrà integrare le condizioni di garanzia per alcuni prodotti (le dichiarazioni saranno eventualmente consultabili sul sito internet <http://www.hermann-saunierduval.it/home/>).

**Validity:** Portugal

Solicite as informações relativas à garantia do fabricante através do endereço de contacto indicado no verso.

## 2 Customer service

**Validity:** Belgium

Kontaktdaten für unseren Kundendienst finden Sie unter der auf der Rückseite angegebenen Adresse oder unter [www.bulex.be](http://www.bulex.be).

**Validity:** Belgium

Les coordonnées de notre service après-vente sont indiquées au verso ou sur le site [www.bulex.be](http://www.bulex.be).

**Validity:** Belgium

Contactgegevens over ons serviceteam vindt u op het aan de achterkant opgegeven adres of [www.bulex.be](http://www.bulex.be).

**Validity:** Spain

Nuestros usuarios pueden solicitar la activación de su Garantía y la puesta en marcha GRATUITA, si procede según su producto, a nuestro Servicio Técnico Oficial Saunier Duval o enviarnos la solicitud adjunta.

Si lo prefieren, también pueden llamarnos al 910 77 99 11, o entrar en:

<https://www.serviciotecnicooficial.saunierduval.es>



Saunier Duval dispone de una amplia y completa red de Servicios Técnicos Oficiales distribuidos en toda la geografía española que aseguran la atención de todos los productos Saunier Duval siempre que lo necesite.

Además, nuestros Servicios Técnicos Oficiales garantizan su total tranquilidad porque solo Saunier Duval conoce la innovadora tecnología de los productos que fabrica Saunier Duval.

Somos los fabricantes y por eso podemos ofrecerle las mejores condiciones en:

- Seguridad: los equipos son atendidos por los mejores expertos, los del Servicio Técnico Oficial.
- Ahorro: nuestro mantenimiento alarga la vida de su producto y lo mantiene en perfecto estado.
- Piezas originales: ser los fabricantes nos permite disponer de ellas en cualquier momento.
- Profesionalidad: Saunier Duval forma exhaustivamente a sus técnicos, que reparan y mantienen exclusivamente productos Saunier Duval.

Lista de Servicios Técnicos Oficiales:



**Validity:** Italy

I Centri di Assistenza autorizzati Hermann Saunier Duval sono formati da tecnici qualificati e sono istruiti direttamente da Hermann Saunier Duval sui prodotti.

I Centri di Assistenza autorizzati Hermann Saunier Duval utilizzano inoltre solo ricambi originali.

Contatti il Centro di Assistenza autorizzato Hermann Saunier Duval più vicino chiamando il numero verde 800-233 625 oppure consultando il sito [www.hermann-saunierduval.it](http://www.hermann-saunierduval.it)

**Validity:** Portugal

Pode encontrar os dados de contacto para o nosso serviço de apoio ao cliente por baixo do endereço indicado no verso ou em [www.saunierduval.com](http://www.saunierduval.com).

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