

VIVAX

Made for you

ACP-12CT35AERIs R32 ACP-18CT50AERIs R32

EN
User manual



ACP-12CT35AERIs R32

ACP-18CT50AERIs R32

EN

User manual

Air conditioning



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Safety Precautions

Read Safety Precautions Before Operation and Installation

Incorrect installation due to ignoring instructions can cause serious damage or injury.

The seriousness of potential damage or injuries is classified as either a **WARNING** or **CAUTION**.



WARNING

This symbol indicates the possibility of personnel injury or loss of life.



CAUTION

This symbol indicates the possibility of property damage or serious consequences.



WARNING

This appliance 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 appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision(EN Standard requirements).

This appliance is not intended for use by persons(including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.



WARNINGS FOR PRODUCT USE

- If an abnormal situation arises (like a burning smell), immediately turn off the unit and disconnect the power. Call your dealer for instructions to avoid electric shock, fire or injury.
- **Do not** insert fingers, rods or other objects into the air inlet or outlet. This may cause injury, since the fan may be rotating at high speeds.
- **Do not** use flammable sprays such as hair spray, lacquer or paint near the unit. This may cause fire or combustion.
- **Do not** operate the air conditioner in places near or around combustible gases. Emitted gas may collect around the unit and cause explosion.
- **Do not** operate your air conditioner in a wet room such as a bathroom or laundry room. Too much exposure to water can cause electrical components to short circuit.
- **Do not** expose your body directly to cool or hot air for a prolonged period of time.
- **Do not** allow children to play with the air conditioner. Children must be supervised around the unit at all times.
- If the air conditioner is used together with burners or other heating devices, thoroughly ventilate the room to avoid oxygen deficiency.
- In certain functional environments, such as kitchens, server rooms, etc., the use of specially designed air-conditioning units is highly recommended.

CLEANING AND MAINTENANCE WARNINGS

- Turn off the device and disconnect the power before cleaning. Failure to do so can cause electrical shock.
- **Do not** clean the air conditioner with excessive amounts of water.
- **Do not** clean the air conditioner with combustible cleaning agents. Combustible cleaning agents can cause fire or deformation.



CAUTION

- Turn off the air conditioner and disconnect the power if you are not going to use it for a long time.
- Turn off and unplug the unit during storms.
- Make sure that water condensation can drain unhindered from the unit.
- **Do not** operate the air conditioner with wet hands. This may cause electric shock.
- **Do not** use device for any other purpose than its intended use.
- **Do not** climb onto or place objects on top of the outdoor unit.
- **Do not** allow the air conditioner to operate for long periods of time with doors or windows open, or if the humidity is very high.



ELECTRICAL WARNINGS

- Only use the specified power cord. If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Keep power plug clean. Remove any dust or grime that accumulates on or around the plug. Dirty plugs can cause fire or electric shock.
- **Do not** pull power cord to unplug unit. Hold the plug firmly and pull it from the outlet. Pulling directly on the cord can damage it, which can lead to fire or electric shock.
- **Do not** modify the length of the power supply cord or use an extension cord to power the unit.
- **Do not** share the electrical outlet with other appliances. Improper or insufficient power supply can cause fire or electrical shock.
- The product must be properly grounded at the time of installation, or electrical shock may occur.
- For all electrical work, follow all local and national wiring standards, regulations, and the Installation Manual. Connect cables tightly, and clamp them securely to prevent external forces from damaging the terminal. Improper electrical connections can overheat and cause fire, and may also cause shock. All electrical connections must be made according to the Electrical Connection Diagram located on the panels of the indoor and outdoor units.
- All wiring must be properly arranged to ensure that the control board cover can close properly. If the control board cover is not closed properly, it can lead to corrosion and cause the connection points on the terminal to heat up, catch fire, or cause electrical shock.
- If connecting power to fixed wiring, an all-pole disconnection device which has at least 3mm clearances in all poles, and have a leakage current that may exceed 10mA, the residual current device(RCD) having a rated residual operating current not exceeding 30mA, and disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.

TAKE NOTE OF FUSE SPECIFICATIONS

The air conditioner's circuit board (PCB) is designed with a fuse to provide overcurrent protection. The specifications of the fuse are printed on the circuit board, such as :
T3.15A/250VAC, T5A/250VAC, T10A/250VAC, T20A/250VAC, T30A/250VAC, etc.

NOTE: For the units with R32 or R290 refrigerant, only the blast-proof ceramic fuse can be used.



WARNINGS FOR PRODUCT INSTALLATION

1. Installation must be performed by an authorized dealer or specialist. Defective installation can cause water leakage, electrical shock, or fire.
2. Installation must be performed according to the installation instructions. Improper installation can cause water leakage, electrical shock, or fire.
(In North America, installation must be performed in accordance with the requirement of NEC and CEC by authorized personnel only.)
3. Contact an authorized service technician for repair or maintenance of this unit. This appliance shall be installed in accordance with national wiring regulations.
4. Only use the included accessories, parts, and specified parts for installation. Using non-standard parts can cause water leakage, electrical shock, fire, and can cause the unit to fail.
5. Install the unit in a firm location that can support the unit's weight. If the chosen location cannot support the unit's weight, or the installation is not done properly, the unit may drop and cause serious injury and damage.
6. Install drainage piping according to the instructions in this manual. Improper drainage may cause water damage to your home and property.
7. For units that have an auxiliary electric heater, **do not** install the unit within 1 meter (3 feet) of any combustible materials.
8. **Do not** install the unit in a location that may be exposed to combustible gas leaks. If combustible gas accumulates around the unit, it may cause fire.
9. Do not turn on the power until all work has been completed.
10. When moving or relocating the air conditioner, consult experienced service technicians for disconnection and reinstallation of the unit.
11. How to install the appliance to its support, please read the information for details in "indoor unit installation" and "outdoor unit installation" sections .

Note about Fluorinated Gasses(Not applicable to the unit using R290 Refrigerant)

1. This air-conditioning unit contains fluorinated greenhouse gasses. For specific information on the type of gas and the amount, please refer to the relevant label on the unit itself or the "Owner's Manual - Product Fiche " in the packaging of the outdoor unit. (European Union products only).
2. Installation, service, maintenance and repair of this unit must be performed by a certified technician.
3. Product uninstallation and recycling must be performed by a certified technician.
4. For equipment that contains fluorinated greenhouse gases in quantities of 5 tonnes of CO₂ equivalent or more, but of less than 50 tonnes of CO₂ equivalent, If the system has a leak-detection system installed, it must be checked for leaks at least every 24 months.
5. When the unit is checked for leaks, proper record-keeping of all checks is strongly recommended.

**WARNING for Using R32/R290 Refrigerant**

- When flammable refrigerant are employed, appliance shall be stored in a well -ventilated area where the room size corresponds to the room area as specifec for operation.

For R32 frigerant models:

Appliance shall be installed, operated and stored in a room with a floor area larger than X m² .

Appliance shall not be installed in an unvertilated space, if that space is smaller than X m²

(Please see the following form).

Model (Btu/h)	Minimum room area (m ²)
≤18000	18

- Reusable mechanical connectors and flared joints are not allowed indoors.
(**EN** Standard Requirements).
- Mechanical connectors used indoors shall have a rate of not more than 3g/year at 25% of the maximum allowable pressure. When mechanical connectors are reused indoors, sealing parts shall be renewed. When flared joints are reused indoors, the flare part shall be re-fabricated. (**UL** Standard Requirements)
- When mechanical connectors are reused indoors, sealing parts shall be renewed. When flared joints are reused indoors, the flare part shall be re-fabricated.
(**IEC** Standard Requirements)
- Mechanical connectors used indoors shall comply with ISO 14903.

European Disposal Guidelines

This marking shown on the product or its literature, indicates that waste electrical and electronic equipment should not be mixed with general household waste.



Correct Disposal of This Product (Waste Electrical & Electronic Equipment)

This appliance contains refrigerant and other potentially hazardous materials. When disposing of this appliance, the law requires special collection and treatment. **Do not** dispose of this product as household waste or unsorted municipal waste.

When disposing of this appliance, you have the following options:

- Dispose of the appliance at designated municipal electronic waste collection facility.
- When buying a new appliance, the retailer will take back the old appliance free of charge.
- The manufacturer will take back the old appliance free of charge.
- Sell the appliance to certified scrap metal dealers.

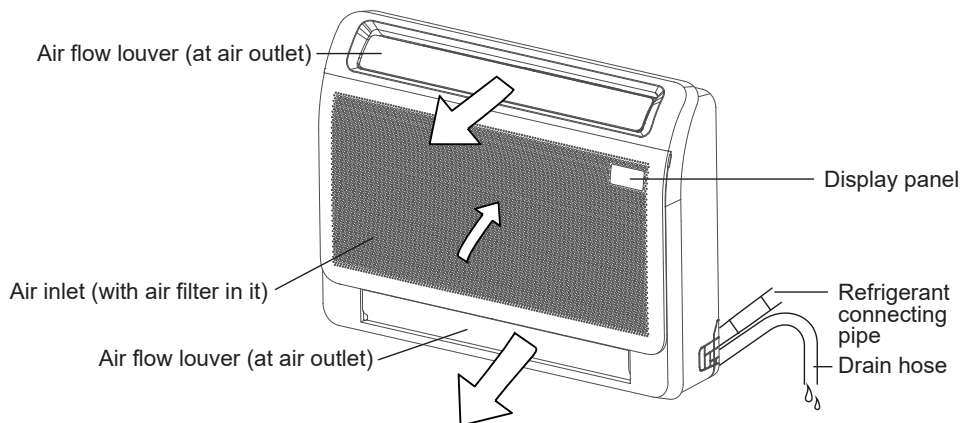
Special notice

Disposing of this appliance in the forest or other natural surroundings endangers your health and is bad for the environment. Hazardous substances may leak into the ground water and enter the food chain.

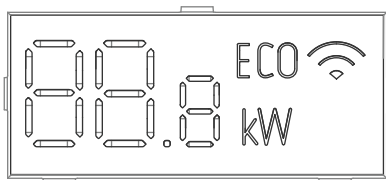
Unit Specifications and Features


Indoor unit display

NOTE: This display panel on the indoor unit can be used to operate the unit in case the remote control has been misplaced or is out of batteries.



Display panel



- **88.8** Displays temperature and Error codes:
 - **"dF"** when defrosting (for model B cooling & heating units)
 - **"01"** for 3 seconds when:
 - TIMER ON is set
 - SWING or SILENCE is turned on
 - **"0F"** for 3 seconds when:
 - TIMER OFF is set
 - SWING or SILENCE is turned off
 - **"[L]"** when unit is self-cleaning
 - **"FFP"** when 8°C heating feature is turned on
- **ECO** When ECO function (some units) is activated.
-  when Wireless Control feature is activated (some units)

Operating temperature

When your air conditioner is used outside of the following temperature ranges, certain safety protection features may activate and cause the unit to disable.

Inverter Split Type

	COOL mode	HEAT mode	DRY mode
Room Temperature	16°C - 32°C (60°F - 90°F)	0°C - 30°C (32°F - 86°F)	10°C - 32°C (50°F - 90°F)
Outdoor Temperature	0°C - 50°C (32°F - 122°F)	-15°C - 24°C (5°F - 75°F)	0°C - 50°C (32°F - 122°F)
	-15°C - 50°C (5°F - 122°F) (For models with low temp. cooling systems.)		
	0°C - 52°C (32°F - 126°F) (For special tropical models)		0°C - 52°C (32°F - 126°F) (For special tropical models)

FOR OUTDOOR UNITS WITH AUXILIARY ELECTRIC HEATER

When outside temperature is below 0°C (32°F), we strongly recommend keeping the unit plugged in at all time to ensure smooth ongoing performance.

Fixed-speed Type

	COOL mode	HEAT mode	DRY mode
Room Temperature	16°C-32°C (60°F-90°F)	0°C-30°C (32°F-86°F)	10°C-32°C (50°F-90°F)
Outdoor Temperature	18°C-43°C (64°F-109°F)	-7°C-24°C (19°F-75°F)	11°C-43°C (52°F-109°F)
	-7°C-43°C (19°F-109°F) (For models with low-temp cooling systems)		18°C-43°C (64°F-109°F)
	18°C-52°C (64°F-126°F) (For special tropical models)		18°C-52°C (64°F-126°F) (For special tropical models)

NOTE: Room relative humidity less than 80%. If the air conditioner operates in excess of this figure, the surface of the air conditioner may attract condensation. Please sets the vertical air flow louver to its maximum angle (vertically to the floor), and set HIGH fan mode.

To further optimize the performance of your unit, do the following:

- Keep doors and windows closed.
- Limit energy usage by using TIMER ON and TIMER OFF functions.
- Do not block air inlets or outlets.
- Regularly inspect and clean air filters.

Features

Default Setting (some models)

When the air conditioner restarts after a power failure, it will default to the factory settings (AUTO mode, AUTO fan, 24°C (76°F)). This may cause inconsistencies on the remote control and unit panel. Use your remote control to update the status.

Auto-Restart (some models)

In case of power failure, the system will immediately stop. When power returns, the Operation light on the indoor unit will flash. To restart the unit, press the **ON/OFF** button on the remote control. If the system has an auto restart function, the unit will restart using the same settings.

When the outdoor temperature is below zero, the electric heating belt of the outdoor unit chassis is used for ice melting, without defrosting. (some models)

Louver Angle Memory Function (some models)

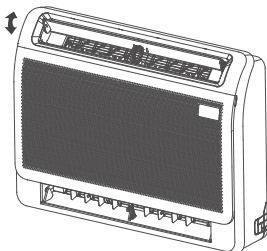
Some models are designed with a louver angle memory function. When the unit restarts after a power failure, the angle of the horizontal louvers will automatically return to the previous position. The angle of the horizontal louver should not be set too small as condensation may form and drip into the machine. To reset the louver, press the manual button, which will reset the horizontal louver settings.

Refrigerant Leak Detection System (some models)

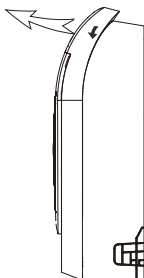
The indoor unit will automatically display "EC" or "EL0C" or flash LEDS (model dependent) when it detects refrigerant leakage.

Adjusting Air Flow Direction

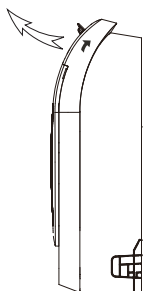
- **Manual Swing:** Press Air Direction to fix the louver at a desired angle. The louver swings (upward or downward) at a different angle with each press of the button. The air direction can be changed by manually adjusting air louver.




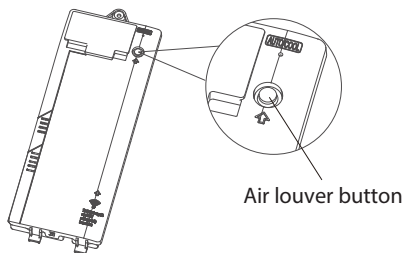
- **When cooling**
Adjust the louver downwards (horizontally).



- **When heating**
Adjust the louver vertically.



- **Lower air louver switch setting**
Under the condition of meeting the ambient temperature, the lower air louver can be opened when the unit is turned on. To select whether the lower air louver is on or off, use the button on the electric control box. Within 10 minutes of power-on, press  it for 5 seconds to enter the mode in standby state. Press it to open or close the lower air louver.



Electric control box

NOTE: During the setting process, the display panel displays the switch status of the lower air louver.

on - open
of - closed



CAUTION

Do not try to adjust the horizontal louver by hand. This may cause damage the mechanism and result in condensation forming on the air outlets.

Care and Maintenance

Cleaning Your Indoor Unit



BEFORE CLEANING OR MAINTENANCE

ALWAYS TURN OFF YOUR AIR CONDITIONER SYSTEM AND DISCONNECT ITS POWER SUPPLY BEFORE CLEANING OR MAINTENANCE.



CAUTION

Only use a soft, dry cloth to wipe the unit clean. If the unit is especially dirty, you can use a cloth soaked in warm water to wipe it clean.

- **Do not** use chemicals or chemically treated cloths to clean the unit
- **Do not** use benzene, paint thinner, polishing powder or other solvents to clean the unit. They can cause the plastic surface to crack or deform.
- **Do not** use water hotter than 40°C (104°F) to clean the front panel. This can cause the panel to deform or become discolored.

Cleaning Your Air Filter

A clogged air conditioner can reduce the cooling efficiency of your unit, and can also be bad for your health. Make sure to clean the filter once every two weeks.

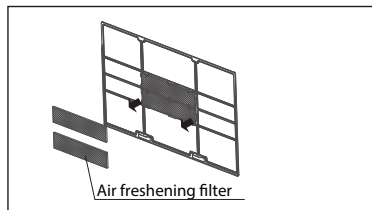
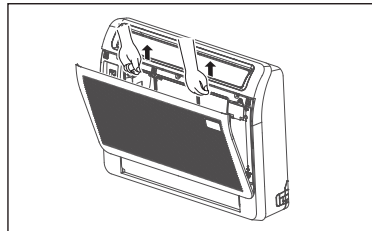
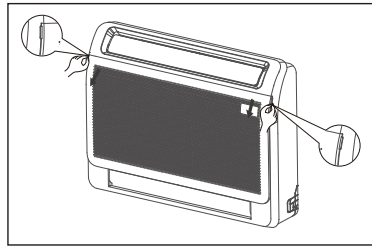


WARNING: DO NOT REMOVE OR CLEAN THE FILTER BY YOURSELF

Removing and cleaning the filter can be dangerous. Removal and maintenance must be performed by a certified technician.

1. Pull the left and right handles of the front panel, pull the panel outward, and open the panel.
2. Remove the air filter.
Press the claws on the right and left sides of the air filter down slightly, then pull upward.
3. Hold the tabs of the frame, and remove the 4 claws. (The special function filter can be washed with water once every 6 months. It is recommended that you replace it once every 3 years.)

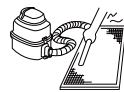
4. Clean the air filter by vacuuming the surface or washing it in warm water with mild detergent.
5. Rinse the filter with clean water and allow it to air-dry. **DO NOT** let the filter dry in direct sunlight.
6. Reinstall the filter.



If using water, the inlet side should face down and away from the water stream.



If using a vacuum cleaner, the inlet side should face the vacuum.



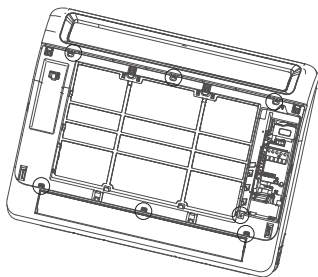


CAUTION

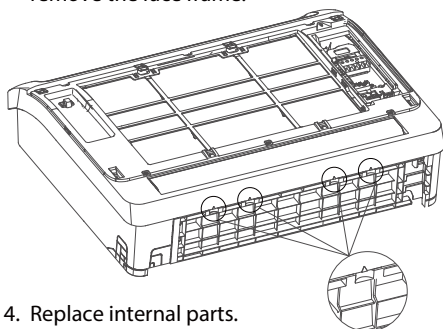
- Before changing the filter or cleaning, turn off the unit and disconnect its power supply.
- When removing filter, do not touch metal parts in the unit. The sharp metal edges can cut you.
- Do not use water to clean the inside of the indoor unit. This can destroy insulation and cause electrical shock.
- Do not expose filter to direct sunlight when drying. This can shrink the filter.
- Any maintenance and cleaning of outdoor unit should be performed by an authorized dealer or a licensed service provider.
- Any unit repairs should be performed by an authorized dealer or a licensed service provider.

Replace internal parts

1. Pull the left and right handles of the front panel, pull the panel outward, and open the panel.
2. Remove the 7 screws on the face frame.



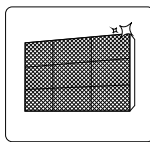
3. Buckle up the snap indicated by the arrow and remove the face frame.



4. Replace internal parts.
5. Install the face frame and panel parts.

Maintenance – Long Periods of Non-Use

If you plan not to use your air conditioner for an extended period of time, do the following:



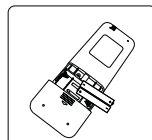
Clean all filters



Turn on FAN function until unit dries out completely



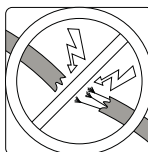
Turn off the unit and disconnect the power



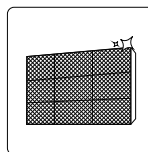
Remove batteries from remote control

Maintenance – Pre-Season Inspection

After long periods of non-use, or before periods of frequent use, do the following:



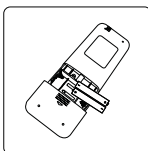
Check for damaged wires



Clean all filters



Check for leaks



Replace batteries



Make sure nothing is blocking all air inlets and outlets



NOTE: Do not stretch or hang objects at the air outlet.

Do not adjust the automatic air deflector by hand or extend your hand into the air duct.
Do not cover the air inlet and outlet of the unit with objects.

Troubleshooting



SAFETY PRECAUTIONS

If any of the following conditions occurs, turn off your unit immediately!

- The power cord is damaged or abnormally warm
- You smell a burning odor
- The unit emits loud or abnormal sounds
- A power fuse blows or the circuit breaker frequently trips
- Water or other objects fall into or out of the unit

DO NOT ATTEMPT TO FIX THESE YOURSELF! CONTACT AN AUTHORIZED SERVICE PROVIDER IMMEDIATELY!

Common Issues

The following problems are not a malfunction and in most situations will not require repairs.

Issue	Possible Causes
Unit does not turn on when pressing ON/OFF button	The Unit has a 3-minute protection feature that prevents the unit from overloading. The unit cannot be restarted within three minutes of being turned off.
	Cooling and Heating Models: If the Operation light and PRE-DEF (Pre-heating/Defrost) indicators are lit up, or the Operation light is lit up and the LCD screen display "dF", the outdoor temperature is too cold and the unit's anti-cold wind is activated in order to defrost the unit.
The unit changes from COOL mode to FAN mode	The unit may change its setting to prevent frost from forming on the unit. Once the temperature increases, the unit will start operating in the previously selected mode again.
	The set temperature has been reached, at which point the unit turns off the compressor. The unit will continue operating when the temperature fluctuates again.
The indoor unit emits white mist	In humid regions, a large temperature difference between the room's air and the conditioned air can cause white mist.
Both the indoor and outdoor units emit white mist	When the unit restarts in HEAT mode after defrosting, white mist may be emitted due to moisture generated from the defrosting process.
The indoor unit makes noises	A squeaking sound is heard when the system is OFF or in COOL mode. The noise is also heard when the drain pump (optional) is in operation.
	A squeaking sound may occur after running the unit in HEAT mode due to expansion and contraction of the unit's plastic parts.
Both the indoor unit and outdoor unit make noises	Low hissing sound during operation: This is normal and is caused by refrigerant gas flowing through both indoor and outdoor units.
	Low hissing sound when the system starts, has just stopped running, or is defrosting: This noise is normal and is caused by the refrigerant gas stopping or changing direction.
	Squeaking sound: Normal expansion and contraction of plastic and metal parts caused by temperature changes during operation can cause squeaking noises.

Issue	Possible Causes
The outdoor unit makes noises	The unit will make different sounds based on its current operating mode.
Dust is emitted from either the indoor or outdoor unit	The unit may accumulate dust during extended periods of non-use, which will be emitted when the unit is turned on. This can be mitigated by covering the unit during long periods of inactivity.
The unit emits a bad odor	The unit may absorb odors from the environment (such as furniture, cooking, cigarettes, etc.) which will be emitted during operations.
	The unit's filters have become moldy and should be cleaned.
The fan of the outdoor unit does not operate	During operation, the fan speed is controlled to optimize product operation.

NOTE: If problem persists, contact a local dealer or your nearest customer service center. Provide them with a detailed description of the unit malfunction as well as your model number.

Troubleshooting

When troubles occur, please check the following points before contacting a repair company.


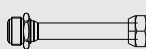
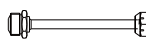
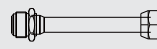



Problem	Possible Causes	Solution
Poor Cooling Performance	Temperature setting may be higher than ambient room temperature	Lower the temperature setting
	The heat exchanger on the indoor or outdoor unit is dirty	Clean the affected heat exchanger
	The air filter is dirty	Remove the filter and clean it according to instructions
	The air inlet or outlet of either unit is blocked	Turn the unit off, remove the obstruction and turn it back on
	Doors and windows are open	Make sure that all doors and windows are closed while operating the unit
	Excessive heat is generated by sunlight	Close windows and curtains during periods of high heat or bright sunshine
	Too many sources of heat in the room (people, computers, electronics, etc.)	Reduce amount of heat sources
	Low refrigerant due to leak or long-term use	Check for leaks, re-seal if necessary and top off refrigerant



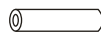






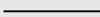

Problem	Possible Causes	Solution
The unit is not working	Power failure	Wait for the power to be restored
	The power is turned off	Turn on the power
	The fuse is burned out	Replace the fuse
	Remote control batteries are dead	Replace batteries
	The Unit's 3-minute protection has been activated	Wait three minutes after restarting the unit
	Timer is activated	Turn timer off
The unit starts and stops frequently	There's too much or too little refrigerant in the system	Check for leaks and recharge the system with refrigerant.
	Incompressible gas or moisture has entered the system.	Evacuate and recharge the system with refrigerant
	System circuit is blocked	Determine which circuit is blocked and replace the malfunctioning piece of equipment
	The compressor is broken	Replace the compressor
	The voltage is too high or too low	Install a manostat to regulate the voltage
Poor heating performance	The outdoor temperature is extremely low	Use auxiliary heating device
	Cold air is entering through doors and windows	Make sure that all doors and windows are closed during use
	Low refrigerant due to leak or long-term use	Check for leaks, re-seal if necessary and top off refrigerant
Indicator lamps continue flashing Error code appears and begins with the letters as the following in the window display of indoor unit: <ul style="list-style-type: none"> • E(x), P(x), F(x) • EH(xx), EL(xx), EC(xx) • PH(xx), PL(xx), PC(xx) 	The unit may stop operation or continue to run safely. If the indicator lamps continue to flash or error codes appear, wait for about 10 minutes. The problem may resolve itself. If not, disconnect the power, then connect it again. Turn the unit on. If the problem persists, disconnect the power and contact your nearest customer service center.	

NOTE: If your problem persists after performing the checks and diagnostics above, turn off your unit immediately and contact an authorized service center.

Accessories

The air conditioning system comes with the following accessories. Use all of the installation parts and accessories to install the air conditioner. Improper installation may result in water leakage, electrical shock and fire, or cause the equipment to fail. The items are not included with the air conditioner must be purchased separately.

Name of Accessories	Q'ty(pc)	Shape
Manual	2~4	
Transfer connector (Φ 12.7-Φ 15.9) (some models)	1	
Transfer connector (Φ 6.35-Φ 9.52) (some models)	1	
Transfer connector (Φ 9.52-Φ 12.7) (some models)	1	
Magnetic ring (wrap the electric wires S1 & S2 (P & Q & E) around the magnetic ring twice) (some models)	1	 S1&S2(P&Q&E)
Magnetic ring (Hitch it on the connective cable between indoor unit and outdoor unit after installation.) (some models)	1	
Wired remote controller (some models)	1	

Name of Accessories	Q'ty(pc)	Shape
Remote controller (some models)	1	
Battery (some models)	2	
Soundproof / insulation sheath (some models)	2	
Heat insulation pipe	1	
Anchor	6 (depending on models)	
Mounting plate fixing screw	6 (depending on models)	
Drain joint (some models)	1	
Seal ring (some models)	1	
Copper nut	2	
Red short connected wire (some models)	1	
Air freshening filter (some models)	2	

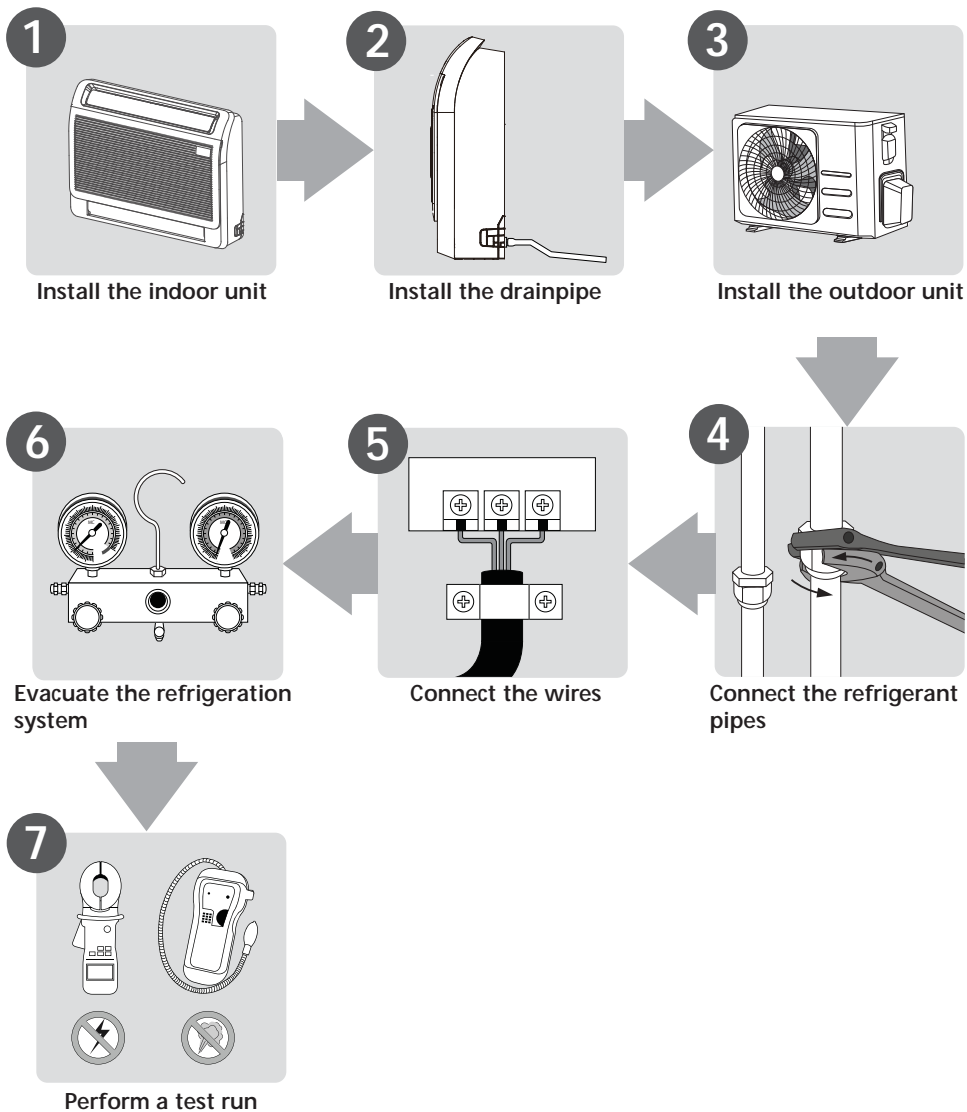
Optional accessories

- There are two types of remote controls: wired and wireless.
Select a remote controller based on customer preferences and requirements and install in an appropriate place.
Refer to catalogues and technical literature for guidance on selecting a suitable remote controller.

Name	Shape	Quantity(PC)
Connecting pipe assembly	Liquid side	Φ 6.35(1/4in)
		Φ 9.52(3/8in)
		Φ 12.7(1/2in)
	Gas side	Φ 9.52(3/8in)
		Φ 12.7(1/2in)
		Φ 16(5/8in)
		Φ 19(3/4in)
		Φ 22(7/8in)

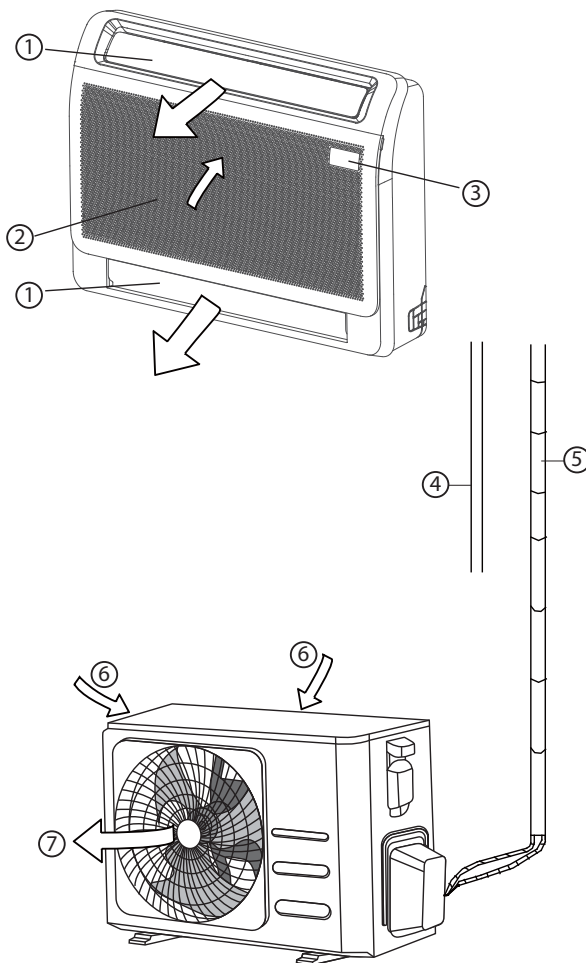
Parts you must purchase separately. Consult the dealer about the proper pipe size of the unit you purchased.

Installation Summary



Unit Parts

NOTE: The installation must be performed in accordance with the requirement of local and national standards. The installation may be slightly different in different areas.



- ① Air flow louver (at air outlet)
- ② Air inlet (with air filter in it)
- ③ Display panel
- ④ Drain pipe

- ⑤ Connecting pipe
- ⑥ Air inlet
- ⑦ Air outlet

NOTE ON ILLUSTRATIONS

- The piping can be connected from the left, right, rear and lower sides of the unit. Please select the piping method according to the actual demand.
- Illustrations in this manual are for explanatory purposes. The actual shape of your indoor unit may be slightly different. The actual shape shall prevail.

Indoor Unit Installation

Installation Instructions – Indoor unit

NOTE: Panel installation should be performed after piping and wiring have been completed.

Step 1: Select installation location

Before installing the indoor unit, you must choose an appropriate location. The following are standards that will help you choose an appropriate location for the unit.

Proper installation locations meet the following standards:

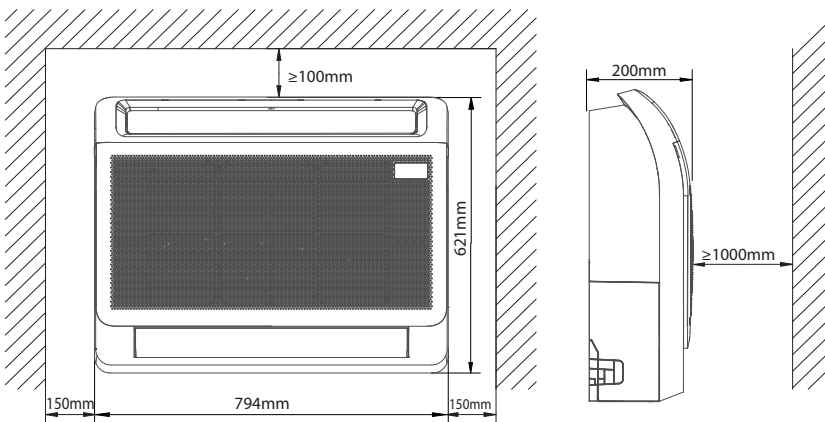
- ☑ Enough room exists for installation and maintenance.
- ☑ Enough room exists for the connecting the pipe and drainpipe.
- ☑ The ceiling is horizontal and its structure can sustain the weight of the indoor unit.
- ☑ The air inlet and outlet are not blocked.
- ☑ The airflow can fill the entire room.
- ☑ There is no direct radiation from heaters.

DO NOT install unit in the following locations:

- ⊗ Areas with oil drilling or fracking
- ⊗ Coastal areas with high salt content in the air
- ⊗ Areas with caustic gases in the air, such as hot springs
- ⊗ Areas that experience power fluctuations, such as factories
- ⊗ Enclosed spaces, such as cabinets
- ⊗ Kitchens that use natural gas
- ⊗ Areas with strong electromagnetic waves
- ⊗ Areas that store flammable materials or gas
- ⊗ Rooms with high humidity, such as bathrooms or laundry rooms

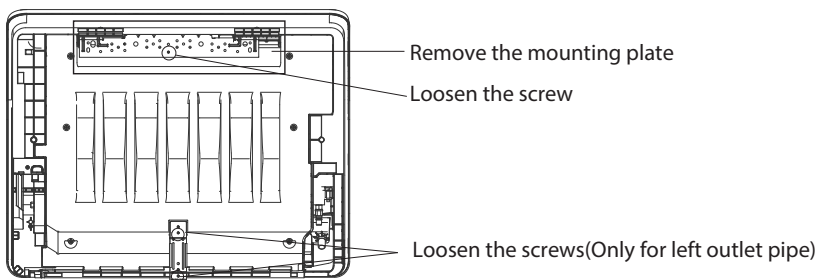
Recommended distances between the indoor unit

The distance between the mounted indoor unit should meet the specifications illustrated in the following diagram.



Step 2: Installing the main body

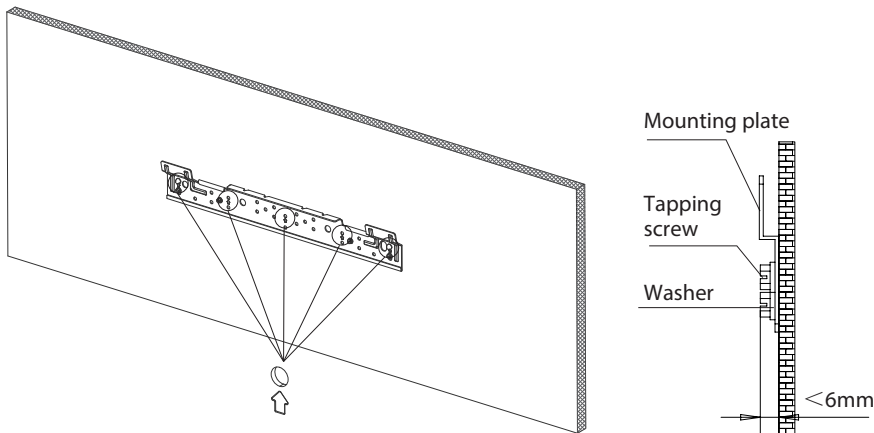
- After loosening the screws, remove the mounting plate from the unit.



NOTE: If the pipe comes out on the left, it is necessary to loosen the screws on the bottom mounting plate. If the pipe comes out in other directions, it is not necessary.

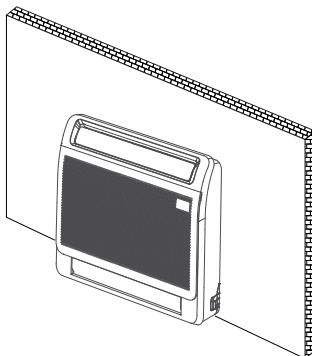
- Fix the mounting plate with a tapping screw onto the wall.

NOTE: It is recommended to fix it on the wall according to the hanging hole indicated by the arrow on the mounting plate. Mounting plate must be installed horizontally.



- Hang the indoor unit on the mounting plate.
(The bottom of body can touch the floor or remain suspended, but the body must be installed vertically.)

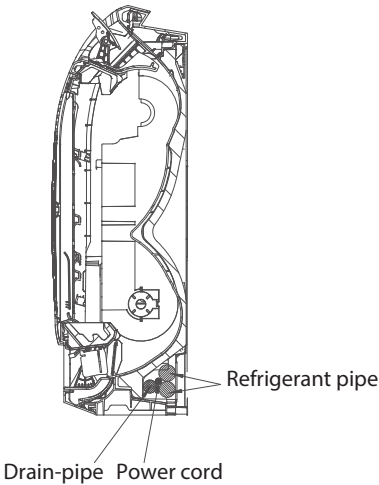
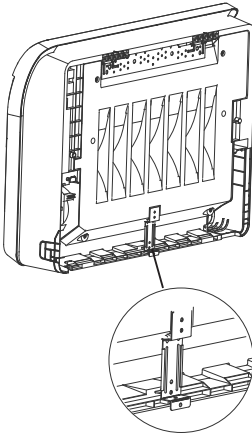
NOTE: After installation, the unit shall be kept horizontal without tilting.



- Bottom mounting plate installation

Installation without skirting

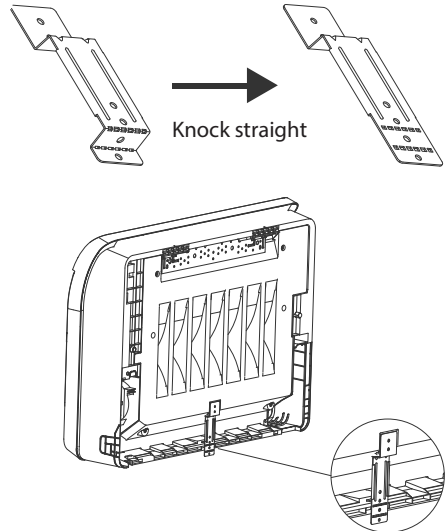
The bottom mounting plate is fixed directly to the wall.



NOTE: In order to drain smoothly, the position of the drain pipe must refer to the above figure when discharging the right pipe.

Installation with skirting line

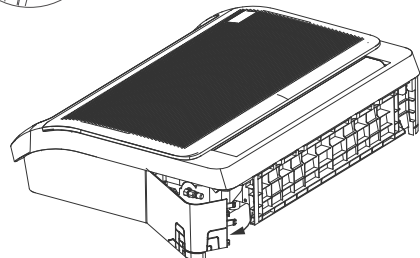
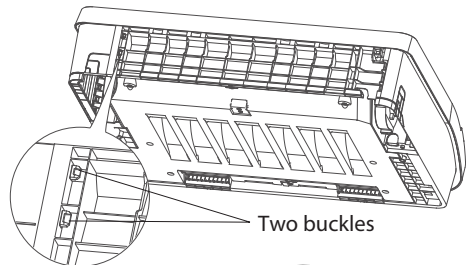
Knock the bottom mounting plate straight with a tool and fix it on the skirting line.



Step 3: Taking the indoor unit apart to connect the pipes

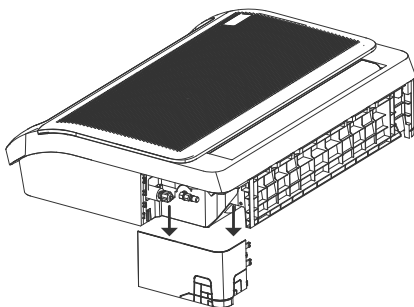
1. Open the bottom piping cover plate

Press and hold the bottom two buckles, and then rotate to open the piping cover plate.



2. Remove the cover plate.

Remove the pipe cover plate and install the internal and external connecting pipes.



NOTE: Install small-size piping first, and then large-size piping.

NOTE: All the figures in this manual are for demonstration purposes only. The air conditioner you have purchased may be slightly different in design, though similar in shape.

Step 4: Network address set (some models)

(Only for the case of optional multi-functional board with XYE interface.)

Every air-conditioner in network has only one network address to distinguish each other. Address code of air-conditioner in LAN is set by code switches F1 & ENC3 on the Main Control Board of the indoor unit, and the set range is 0-63 (Optional multi-function board).

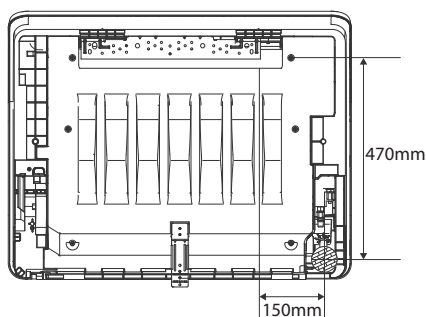
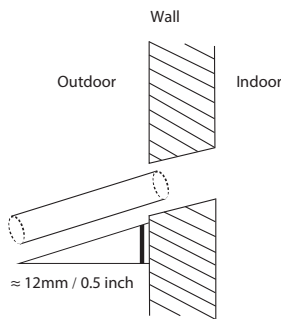
Toggle switch set			Network address code
F1	ENC3		
		—	00~15
		—	16~31
		—	32~47
		—	48~63

Step 5: Drill wall hole for connective piping

1. Determine the location of the wall hole based on the location of the outdoor unit.
2. Using a 65mm (2.5in) or 90mm (3.54in) (depending on models) core drill, drill a hole in the wall. Make sure that the hole is drilled at a slight downward angle, so that the outdoor end of the hole is lower than the indoor end by about 12mm (0.5in). This will ensure proper water drainage.
3. Place the protective wall cuff in the hole. This protects the edges of the hole and will help seal it when you finish the installation process.

CAUTION

When drilling the wall hole, make sure to avoid wires, plumbing, and other sensitive



Recommended position and size of back outlet pipe through wall hole

Step 6: Connect drain hose

The drainpipe is used to drain water away from the unit. Improper installation may cause unit and property damage.

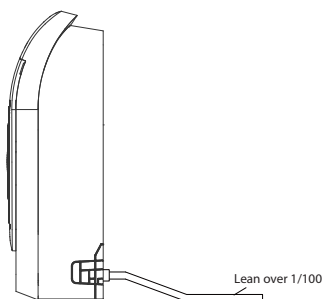
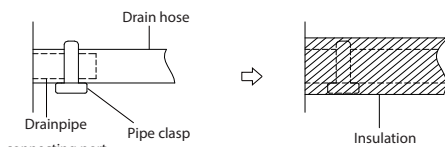
CAUTION

- Insulate all piping to prevent condensation, which could lead to water damage.
- If the drainpipe is bent or installed incorrectly, water may leak and cause a water-level switch malfunction.
- In HEAT mode, the outdoor unit will discharge water. Ensure that the drain hose is placed in an appropriate area to avoid water damage and slippage.
- **DO NOT** pull the drainpipe forcefully. This could disconnect it.

NOTE ON PURCHASING PIPES

Installation requires a polyethylene tube (exterior diameter = 3.7-3.9cm, interior diameter = 3.2cm), which can be obtained at your local hardware store or dealer.

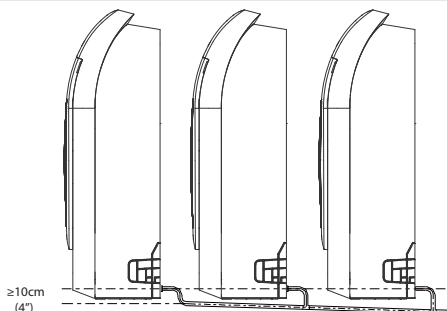
1. Cover the drainpipe with heat insulation to prevent condensation and leakage.
2. Attach the mouth of the drain hose to the unit's outlet pipe. Sheath the mouth of the hose and clip it firmly with a pipe clasp.



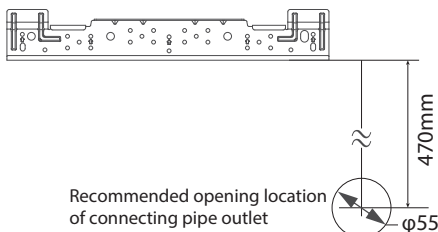
NOTE ON DRAINPIPE INSTALLATION

- When using an extended drainpipe, tighten the indoor connection with an additional protection tube. This prevents it from pulling loose.
- The drainpipe should slope downward at a gradient of at least 1/100 to prevent water from flowing back into the air conditioner.
- Incorrect installation could cause water to flow back into the unit and flood.

NOTE: When connecting multiple drainpipes, install the pipes as illustrated.



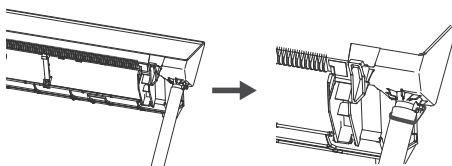
In order to ensure smooth drainage, the height difference between the wall outlet and the hanging plate must be greater than 470mm.



Indoor Unit
Installation

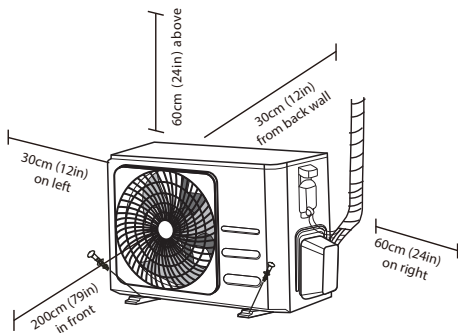
Drainage pipe fixing requirements

When installing the drainage pipe (not provided), please fix it with a tie or rope.



Outdoor Unit Installation

Install the unit by following local codes and regulations, there may be differ slightly between different regions.



Installation Instructions – Outdoor unit

Step 1: Select installation location

Before installing the outdoor unit, you must choose an appropriate location. The following are standards that will help you choose an appropriate location for the unit.

Proper installation locations meet the following standards:

- ☑ Meets all spatial requirements shown in Installation Space Requirements above.
- ☑ Good air circulation and ventilation
- ☑ Firm and solid—the location can support the unit and will not vibrate
- ☑ Noise from the unit will not disturb others
- ☑ Protected from prolonged periods of direct sunlight or rain
- ☑ Where snowfall is anticipated, take appropriate measures to prevent ice buildup and coil damage.

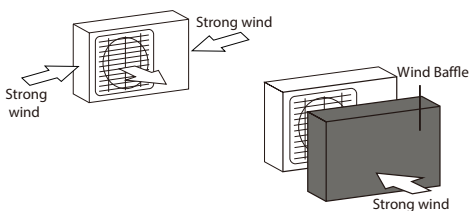
DO NOT install unit in the following locations:

- ⊗ Near an obstacle that will block air inlets and outlets
- ⊗ Near a public street, crowded areas, or where noise from the unit will disturb others
- ⊗ Near animals or plants that will be harmed by hot air discharge
- ⊗ Near any source of combustible gas
- ⊗ In a location that is exposed to large amounts of dust
- ⊗ In a location exposed to a excessive amounts of salty air

SPECIAL CONSIDERATIONS FOR EXTREME WEATHER

If the unit is exposed to heavy wind:

Install unit so that air outlet fan is at a 90° angle to the direction of the wind. If needed, build a barrier in front of the unit to protect it from extremely heavy winds. See Figures below.



If the unit is frequently exposed to heavy rain or snow:

Build a shelter above the unit to protect it from the rain or snow. Be careful not to obstruct air flow around the unit.

If the unit is frequently exposed to salty air (seaside):

Use outdoor unit that is specially designed to resist corrosion.

Step 2: Install drain joint(Heat pump unit only)

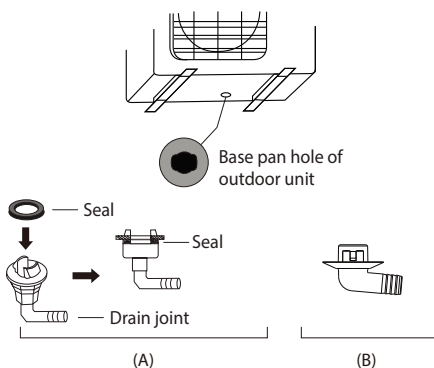
Before bolting the outdoor unit in place, you must install the drain joint at the bottom of the unit. Note that there are two different types of drain joints depending on the type of outdoor unit.

If the drain joint comes with a rubber seal (see Fig. A), do the following:

1. Fit the rubber seal on the end of the drain joint that will connect to the outdoor unit.
2. Insert the drain joint into the hole in the base pan of the unit.
3. Rotate the drain joint 90° until it clicks in place facing the front of the unit.
4. Connect a drain hose extension (not included) to the drain joint to redirect water from the unit during heating mode.

If the drain joint doesn't come with a rubber seal (see Fig. B), do the following:

1. Insert the drain joint into the hole in the base pan of the unit. The drain joint will click in place.
2. Connect a drain hose extension (not included) to the drain joint to redirect water from the unit during heating mode.



! IN COLD CLIMATES

In cold climates, make sure that the drain hose is as vertical as possible to ensure swift water drainage. If water drains too slowly, it can freeze in the hose and flood the unit.

Step 3: Anchor outdoor unit

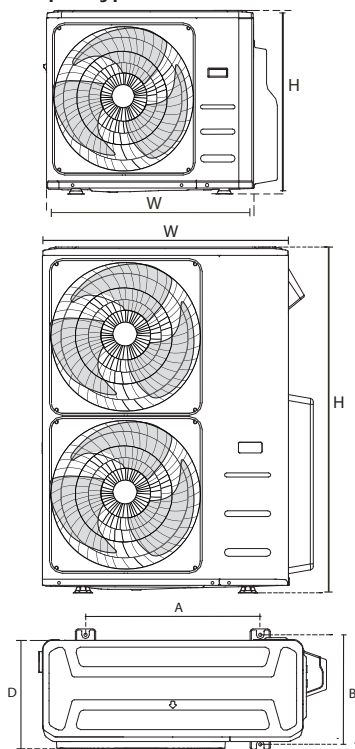
The outdoor unit can be anchored to the ground or to a wall-mounted bracket with bolt(M10). Prepare the installation base of the unit according to the dimensions below.

UNIT MOUNTING DIMENSIONS

The following is a list of different outdoor unit sizes and the distance between their mounting feet. Prepare the installation base of the unit according to the dimensions below.

Outdoor Unit Types and Specifications

Split Type Outdoor Unit



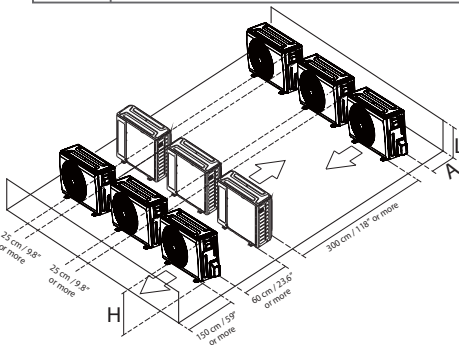
(unit: mm/inch)

Outdoor Unit Dimensions W x H x D	Mounting Dimensions	
	Distance A	Distance B
760x590x285 (29.9x23.2x11.2)	530 (20.85)	290 (11.4)
780x540x250 (30.7x21.25x9.85)	549 (21.6)	276 (10.85)
770x555x300 (30.3x21.85x11.8)	487 (19.2)	298 (11.7)
810x558x310 (31.9x22x12.2)	549 (21.6)	325 (12.8)
845x700x320 (33.27x27.5x12.6)	560 (22)	335 (13.2)
900x860x315 (35.4x33.85x12.4)	590 (23.2)	333 (13.1)
945x810x395 (37.2x31.9x15.55)	640 (25.2)	405 (15.95)
990x965x345 (38.98x38x13.58)	624 (24.58)	366 (14.4)
938x1369x392 (36.93x53.9x15.43)	634 (24.96)	404 (15.9)
900x1170x350 (35.4x46x13.8)	590 (23.2)	378 (14.88)
800x554x333 (31.5x21.8x13.1)	514 (20.24)	340 (13.39)
845x702x363 (33.27x27.6x14.3)	540 (21.26)	350 (13.8)
946x810x420 (37.24x31.9x16.53)	673 (26.5)	403 (15.87)
946x810x410 (37.24x31.9x16.14)	673 (26.5)	403 (15.87)
952x1333x410 (37.5x52.5x16.14)	634 (24.96)	404 (15.9)
952x1333x415 (37.5x52.5x16.34)	634 (24.96)	404 (15.9)
890x673x342 (35x26.5x13.46)	663 (26.1)	354 (13.94)
765x555x303 (30.1x21.8x11.9)	452 (17.8)	286(11.3)
805x554x330 (31.7x21.8x12.9)	511 (20.1)	317 (12.5)

Rows of series installation

The relations between H, A and L are as follows.

	L	A
$L \leq H$	$L \leq 1/2H$	25 cm / 9.8" or more
	$1/2H < L \leq H$	30 cm / 11.8" or more
$L > H$	Can not be installed	



Refrigerant Piping Connection


When connecting refrigerant piping, **do not** let substances or gases other than the specified refrigerant enter the unit. The presence of other gases or substances will lower the unit's capacity, and can cause abnormally high pressure in the refrigeration cycle. This can cause explosion and injury.

Note on Pipe Length

Ensure that the length of the refrigerant pipe, the number of bends, and the drop height between the indoor and outdoor units meets the requirements shown in the following table :

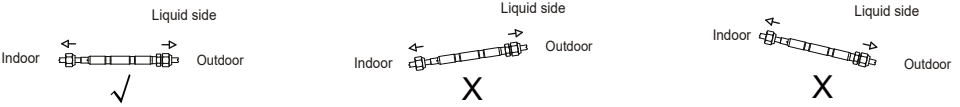
The Maximum Length And Drop Height Based on Models. (Unit: m/ft.)

Type of model	Capacity (Btu/h)	Length of piping	Maximum drop height
North America, Australia and the eu frequency conversion Split Type	<15K	25/82	10/32.8
	≥15K - <24K	30/98.4	20/65.6
	≥24K - <36K	50/164	25/82
	≥36K - ≤60K	75/246	30/98.4
Other Split Type	12K	15/49	8/26
	18K-24K	25/82	15/49
	30K-36K	30/98.4	20/65.6
	42K-60K	50/164	30/98.4

 **CAUTION**

Mark the data plate with the Orifice installed(for some models).

- Please purchase the fittings according to the requirements in the manual strictly.
- Refer the diagram when installing.



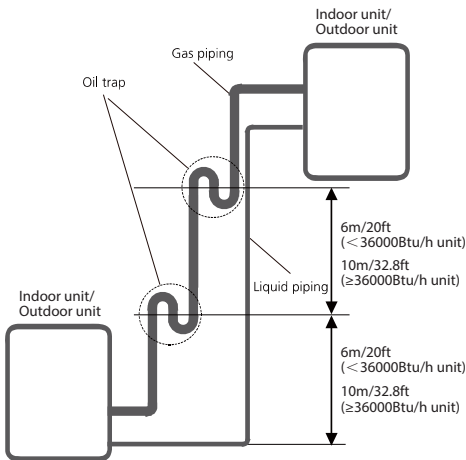
⚠ CAUTION

Oil traps

If oil flows back into the outdoor unit's compressor, this might cause liquid compression or deterioration of oil return. Oil traps in the rising gas piping can prevent this.

An oil trap should be installed every 6m(20ft) of vertical suction line riser (<36000Btu/h unit).

An oil trap should be installed every 10m(32.8ft) of vertical suction line riser (≥36000Btu/h unit).



Connection Instructions – Refrigerant Piping

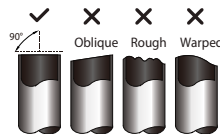
⚠ CAUTION

- The branching pipe must be installed horizontally. An angle of more than 10° may cause malfunction.
- DO NOT** install the connecting pipe until both indoor and outdoor units have been installed.
- Insulate both the gas and liquid piping to prevent water leakage.

Step 1: Cut pipes

When preparing refrigerant pipes, take extra care to cut and flare them properly. This will ensure efficient operation and minimize the need for future maintenance.

- Measure the distance between the indoor and outdoor units.
- Using a pipe cutter, cut the pipe a little longer than the measured distance.
- Make sure that the pipe is cut at a perfect 90° angle.



⚠ DO NOT DEFORM PIPE WHILE CUTTING

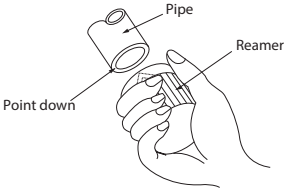
Be extra careful not to damage, dent, or deform the pipe while cutting. This will drastically reduce the heating efficiency of the unit.

Step 2: Remove burrs.

Burrs can affect the air-tight seal of refrigerant piping connection. They must be completely removed.

- Hold the pipe at a downward angle to prevent burrs from falling into the pipe.

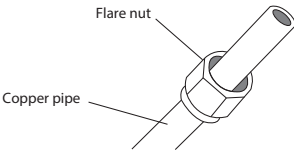
- Using a reamer or deburring tool, remove all burrs from the cut section of the pipe.



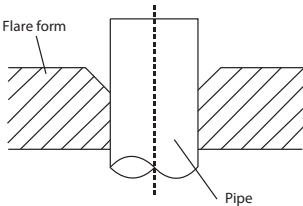
Step 3: Flare pipe ends

Proper flaring is essential to achieve an airtight seal.

- After removing burrs from cut pipe, seal the ends with PVC tape to prevent foreign materials from entering the pipe.
- Sheath the pipe with insulating material.
- Place flare nuts on both ends of pipe. Make sure they are facing in the right direction, because you can't put them on or change their direction after flaring.



- Remove PVC tape from ends of pipe when ready to perform flaring work.
- Clamp flare form on the end of the pipe. The end of the pipe must extend beyond the flare form.



- Place flaring tool onto the form.
- Turn the handle of the flaring tool clockwise until the pipe is fully flared. Flare the pipe in accordance with the dimensions.

PIPING EXTENSION BEYOND FLARE FORM

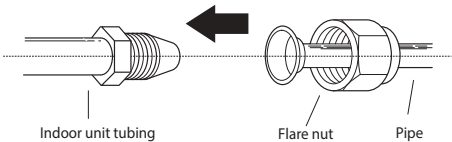
Pipe gauge	Tightening torque (180-200 kgf.cm)	Flare dimension (A) (Unit: mm/inch)		Flare shape
		Min.	Max.	
Ø 6.35	18-20 N.m (180-200 kgf.cm)	8.4/0.33	8.7/0.34	
Ø 9.52	32-39 N.m (320-390 kgf.cm)	13.2/0.52	13.5/0.53	
Ø 12.7	49-59 N.m (490-590 kgf.cm)	16.2/0.64	16.5/0.65	
Ø 16	57-71 N.m (570-710 kgf.cm)	19.2/0.76	19.7/0.78	
Ø 19	67-101 N.m (670-1010 kgf.cm)	23.2/0.91	23.7/0.93	
Ø 22	85-110 N.m (850-1100 kgf.cm)	26.4/1.04	26.9/1.06	

- Remove the flaring tool and flare form, then inspect the end of the pipe for cracks and even flaring.

Step 4: Connect pipes

Connect the copper pipes to the indoor unit first, then connect it to the outdoor unit. You should first connect the low-pressure pipe, then the high-pressure pipe.

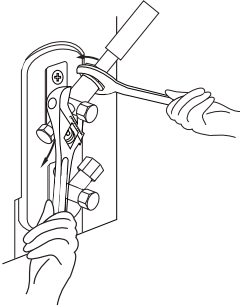
- When connecting the flare nuts, apply a thin coat of refrigeration oil to the flared ends of the pipes.
- Align the center of the two pipes that you will connect.



- Tighten the flare nut as tightly as possible by hand.
- Using a spanner, grip the nut on the unit tubing.

5. While firmly gripping the nut, use a torque wrench to tighten the flare nut according to the torque values in above table.

NOTE: Use both a spanner and a torque wrench when connecting or disconnecting pipes to/from the unit.



CAUTION

- Ensure to wrap insulation around the piping. Direct contact with the bare piping may result in burns or frostbite.
- Make sure the pipe is properly connected. Over tightening may damage the bell mouth and under tightening may lead to leakage.

NOTE ON MINIMUM BEND RADIUS

Carefully bend the tubing in the middle according to the diagram below. **DO NOT** bend the tubing more than 90° or more than 3 times.

Bend the pipe with thumb



min-radius 10cm (3.9")

6. After connecting the copper pipes to the indoor unit, wrap the power cable, signal cable and the piping together with binding tape.

NOTE: DO NOT intertwine signal cable with other wires. While bundling these items together, do not intertwine or cross the signal cable with any other wiring.

7. Thread this pipeline through the wall and connect it to the outdoor unit.
8. Insulate all the piping, including the valves of the outdoor unit.
9. Open the stop valves of the outdoor unit to start the flow of the refrigerant between the indoor and outdoor unit.

CAUTION

Check to make sure there is no refrigerant leak after completing the installation work. If there is a refrigerant leak, ventilate the area immediately and evacuate the system (refer to the Air Evacuation section of this manual).

NOTE: After connecting the piping, please wrap the connecting pipe head with the insulation pipe in the accessory package.

Wiring

! BEFORE PERFORMING ANY ELECTRICAL WORK, READ THESE REGULATIONS

1. All wiring must comply with local and national electrical codes, regulations and must be installed by a licensed electrician.
2. All electrical connections must be made according to the Electrical Connection Diagram located on the panels of the indoor and outdoor units.
3. If there is a serious safety issue with the power supply, stop work immediately. Explain your reasoning to the client, and refuse to install the unit until the safety issue is properly resolved.
4. Power voltage should be within 90-110% of rated voltage. Insufficient power supply can cause malfunction, electrical shock, or fire.
5. If connecting power to fixed wiring, a surge protector and main power switch should be installed.
6. If connecting power to fixed wiring, a switch or circuit breaker that disconnects all poles and has a contact separation of at least 1/8in (3mm) must be incorporated in the fixed wiring. The qualified technician must use an approved circuit breaker or switch.
7. Only connect the unit to an individual branch circuit outlet. Do not connect another appliance to that outlet.
8. Make sure to properly ground the air conditioner.
9. Every wire must be firmly connected. Loose wiring can cause the terminal to overheat, resulting in product malfunction and possible fire.
10. Do not let wires touch or rest against refrigerant tubing, the compressor, or any moving parts within the unit.
11. If the unit has an auxiliary electric heater, it must be installed at least 1 meter (40in) away from any combustible materials.
12. To avoid getting an electric shock, never touch the electrical components soon after the power supply has been turned off. After turning off the power, always wait 10 minutes or more before you touch the electrical components.

13. Make sure that you do not cross your electrical wiring with your signal wiring. This may cause distortion and interference.
14. The unit must be connected to the main outlet. Normally, the power supply must have a impedance of 32 ohms.
15. No other equipment should be connected to the same power circuit.
16. Connect the outdoor wires before connecting the indoor wires.

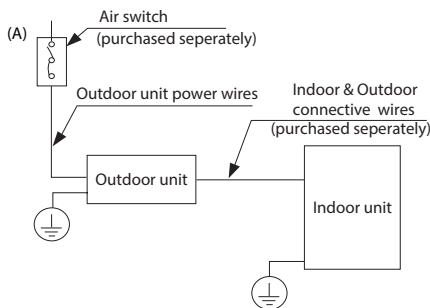


WARNING

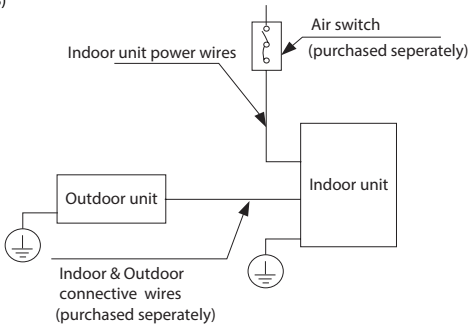
BEFORE PERFORMING ANY ELECTRICAL OR WIRING WORK, TURN OFF THE MAIN POWER TO THE SYSTEM.

NOTE ON AIR SWITCH

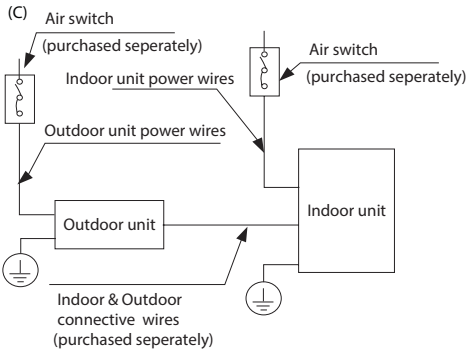
When the maximum current of the air conditioner is more than 16A, an air switch or leakage protection switch with protective device shall be used (purchased separately). When the maximum current of the air conditioner is less than 16A, the power cord of air conditioner shall be equipped with plug (purchased separately). In North America, the appliance should be wired according to NEC and CEC requirements.



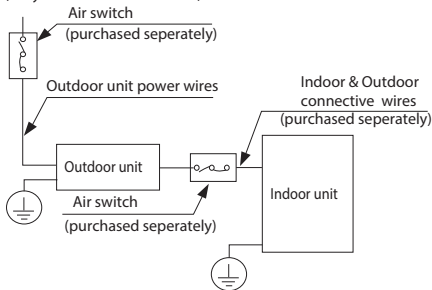
(B)



(C)



(D) (Only for the North American)



NOTE: The cographs are for explanation purpose only. Your machine may be slightly different. The actual shape shall prevail.

Outdoor Unit Wiring



WARNING

Before performing any electrical or wiring work, turn off the main power to the system.

1. Prepare the cable for connection
 - a. You must first choose the right cable size. Be sure to use H07RN-F cables.

NOTE: In North America, choose the cable type according to the local electrical codes and regulations.

Minimum Cross-Sectional Area of Power and Signal Cables (For reference)

Rated Current of Appliance (A)	Nominal Cross-Sectional Area (mm ²)
> 3 and ≤ 6	0.75
> 6 and ≤ 10	1
> 10 and ≤ 16	1.5
> 16 and ≤ 25	2.5
> 25 and ≤ 32	4
> 32 and ≤ 40	6

CHOOSE THE RIGHT CABLE SIZE

The size of the power supply cable, signal cable, fuse, and switch needed is determined by the maximum current of the unit. The maximum current is indicated on the nameplate located on the side panel of the unit. Refer to this nameplate to choose the right cable, fuse, or switch.

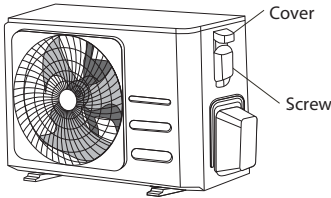
NOTE: In North America, please choose the right cable size according to the Minimum Circuit Ampacity indicated on the nameplate of the unit.

- b. Using wire strippers, strip the rubber jacket from both ends of the signal cable to reveal approximately 15cm (5.9") of wire.

- c. Strip the insulation from the ends.
- d. Using a wire crimper, crimp u-lugs on the ends.

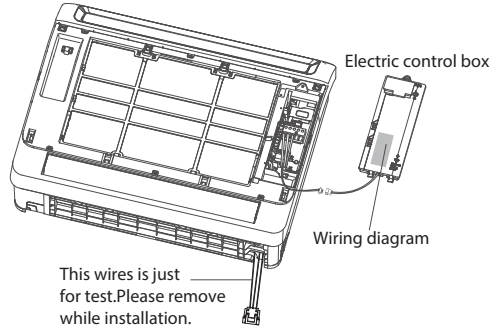
NOTE: When connecting the wires, strictly follow the wiring diagram found inside the electrical box cover.

2. Remove the electric cover of the outdoor unit.
If there is no cover on the outdoor unit, take off the bolts from the maintenance board and remove the protection board.



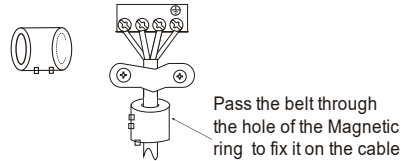
3. Connect the u-lugs to the terminals
Match the wire colors/labels with the labels on the terminal block. Firmly screw the u-lug of each wire to its corresponding terminal.
4. Clamp down the cable with the cable clamp.
5. Insulate unused wires with electrical tape.
Keep them away from any electrical or metal parts.
6. Reinstall the cover of the electric control box.

3. Remove the electric control box.
Connect the u-lugs to the terminals.
Match the wire colors/labels with the labels on the terminal block, Firmly screw the u-lug of each wire to its corresponding terminal. Refer to the Serial Number and Wiring Diagram located on the cover of the electric control box.



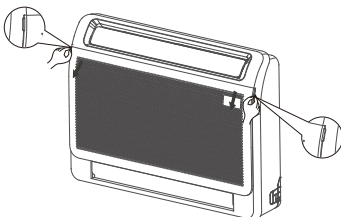
NOTE: When taking out the electric control box, pay attention to loosen and remove the terminal.

Magnetic ring(if supplied and packed with the accessories)



Indoor Unit Wiring

1. Prepare the cable for connection
 - a. Using wire strippers, strip the rubber jacket from both ends of the signal cable to reveal about 15cm (5.9") of the wire.
 - b. Strip the insulation from the ends of the wires.
 - c. Using a wire crimper, crimp the u-lugs to the ends of the wires.
2. Pull the left and right handles of the front panel , pull the panel outward, and open the panel.



CAUTION

- Illustrations in this manual are for explanatory purposes. The actual shape shall prevail.
 - While connecting the wires, please strictly follow the wiring diagram.
 - The refrigerant circuit can become very hot. Keep the interconnection cable away from the copper tube.
4. Clamp down cable with the designated cable clamp to secure it in place. The cable should not be loose, and should not pull on the u-lugs.
- Reinstall the electric box cover and the front panel of the indoor unit.

Power Specifications

MODEL(Btu/h)		<16K	16K~18K
POWER	PHASE	1 Phase	1 Phase
	FREQUENCY AND VOLT	220-240V~, 50Hz/60Hz	220-240V~, 50Hz/60Hz
CIRCUIT BREAKER/FUSE(A)		20/16	20/16
INDOOR UNIT POWER WIRING(mm ²)		---	---
INDOOR/OUTDOOR CONNECTING WIRING(mm ²)	OUTDOOR UNIT POWER WIRING	3x1.5	3x2.5
	STRONG ELECTRIC SIGNAL	4x1.0	4x1.0
	WEAK ELECTRIC SIGNAL	---	---
	GROUND WIRING	1.5	2.5

Air Evacuation

Preparations and Precautions

Air and foreign matter in the refrigerant circuit can cause abnormal rises in pressure, which can damage the air conditioner, reduce its efficiency, and cause injury. Use a vacuum pump and manifold gauge to evacuate the refrigerant circuit, removing any non-condensable gas and moisture from the system.

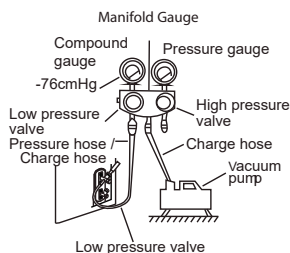
Evacuation should be performed upon initial installation and when unit is relocated.

BEFORE PERFORMING EVACUATION

- ☑ Check to make sure the connective pipes between the indoor and outdoor units are connected properly.
- ☑ Check to make sure all wiring is connected properly.

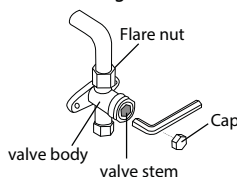
Evacuation Instructions

1. Connect the charge hose of the manifold gauge to service port on the outdoor unit's low pressure valve.
2. Connect another charge hose from the manifold gauge to the vacuum pump.
3. Open the Low Pressure side of the manifold gauge. Keep the High Pressure side closed.
4. Turn on the vacuum pump to evacuate the system.
5. Run the vacuum for at least 15 minutes, or until the Compound Meter reads -76cmHg (-10^5Pa).



6. Close the Low Pressure side of the manifold gauge, and turn off the vacuum pump.
7. Wait for 5 minutes, then check that there has been no change in system pressure.

8. If there is a change in system pressure, refer to Gas Leak Check section for information on how to check for leaks. If there is no change in system pressure, unscrew the cap from the packed valve (high pressure valve).
9. Insert hexagonal wrench into the packed valve (high pressure valve) and open the valve by turning the wrench in a $1/4$ counterclockwise turn. Listen for gas to exit the system, then close the valve after 5 seconds.
10. Watch the Pressure Gauge for one minute to make sure that there is no change in pressure. The Pressure Gauge should read slightly higher than atmospheric pressure.
11. Remove the charge hose from the service port.



12. Using hexagonal wrench, fully open both the high pressure and low pressure valves.
13. Tighten valve caps on all three valves (service port, high pressure, low pressure) by hand. You may tighten it further using a torque wrench if needed.

! OPEN VALVE STEMS GENTLY


When opening valve stems, turn the hexagonal wrench until it hits against the stopper. Do not try to force the valve to open further.

Note on Adding Refrigerant

Some systems require additional charging depending on pipe lengths. The standard pipe length varies according to local regulations. For example, in North America, the standard pipe length is 7.5m (25'). In other areas, the standard pipe length is 5m (16'). The refrigerant should be charged from the service port on the outdoor unit's low pressure valve. The additional refrigerant to be charged can be calculated using the following formula:

Liquid Side Diameter

	φ6.35(1/4")	φ9.52(3/8")	φ12.7(1/2")
R22 (orifice tube in the indoor unit):	(Total pipe length - standard pipe length) x 30g (0.32oZ)/m(ft)	(Total pipe length - standard pipe length) x 65g(0.69oZ)/m(ft)	(Total pipe length - standard pipe length) x 115g(1.23oZ)/m(ft)
R22 (orifice tube in the outdoor unit):	(Total pipe length - standard pipe length) x 15g(0.16oZ)/m(ft)	(Total pipe length - standard pipe length) x 30(0.32oZ)/m(ft)	(Total pipe length - standard pipe length) x 60g(0.64oZ)/m(ft)
R410A: (orifice tube in the indoor unit):	(Total pipe length - standard pipe length) x 30g(0.32oZ)/m(ft)	(Total pipe length - standard pipe length) x 65g(0.69oZ)/m(ft)	(Total pipe length - standard pipe length) x 115g(1.23oZ)/m(ft)
R410A: (orifice tube in the outdoor unit):	(Total pipe length - standard pipe length) x 15g(0.16oZ)/m(ft)	(Total pipe length - standard pipe length) x 30g(0.32oZ)/m(ft)	(Total pipe length - standard pipe length) x 65g(0.69oZ)/m(ft)
R32 :	(Total pipe length - standard pipe length) x 12g(0.13oZ)/m(ft)	(Total pipe length - standard pipe length) x 24g(0.26oZ)/m(ft)	(Total pipe length - standard pipe length) x 40g(0.42oZ)/m(ft)

 **CAUTION** DO NOT mix refrigerant types.

Only for Australia models :

- This unit contains factory charged refrigerant covering 20m of refrigerant piping and additional refrigerant charge on the installation site is not required for an installation with up to 20m refrigerant piping. When refrigerant piping exceeds 20m, additionally charge an amount calculated from the pipe length and the above table for the portion in excess of 20m.
- If an existing pipe system is used, a required refrigerant charge volume will vary depending on the liquid pipe size.

Formula to calculate the volume of additional refrigerant required :

Additional charge volume (kg) = { Main length (m) – Factory charged volume 20(m) } × 0.03(kg/m)

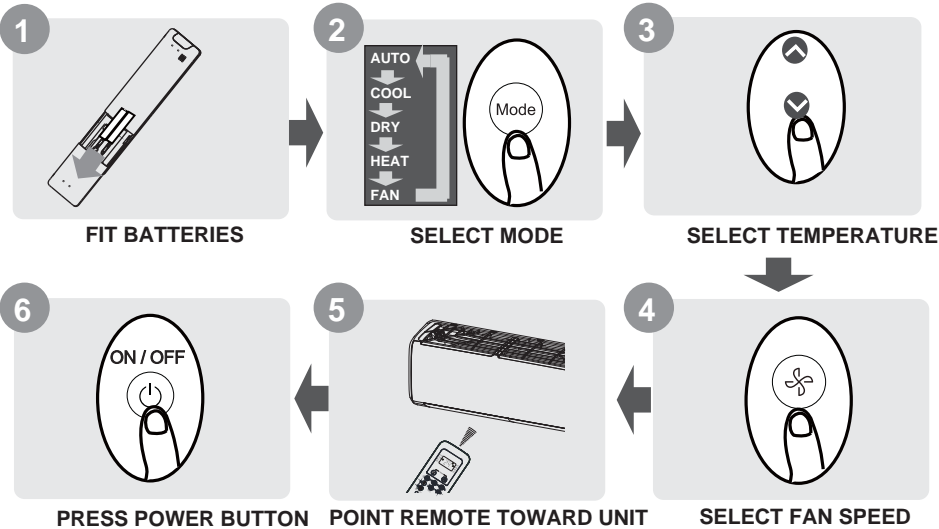
- Make sure to remove the additional refrigerant amount according to the nameplate rated charge (under 5m refrigerant piping) under market or government verification testing .

Remote Controller Specifications

Model	RG10A(D2S)/BGEF, RG10A(D2S)/BGEFU1, RG10A1(D2S)/BGEF, RG10A2(D2S)/BGEFU1, RG10A2(D2S)/BGCEFU1, RG10A2(D2S)/BGCEF, RG10A10(D2S)/BGEF, RG10B(D2)/BGEF, RG10B1(D2)/BGEF, RG10B2(D2)/BGCEF, RG10B10(D2)/BGEF, RG10B10(D2)/BGCEF, RG10Y1(D2)/BGEF, RG10Y2(D2S)/BGEF
Rated Voltage	3.0V(Dry batteries R03/LR03x2)
Signal Receiving Range	8m
Environment	-5°C~60°C(23°F~140°F)

NOTE: For models of RG10Y1 (D2)/BGEF, RG10Y2(D2S)/BGEF, If the unit is turned off under COOL, AUTO or DRY mode with the set temperature less than 24°C, the set temperature will be automatically set to 24°C when you turn on the unit again. If the unit is turned off under HEAT mode with the set temperature more than 24°C, the set temperature will be automatically set to 24°C when you turn on the unit again.

Quick Start Guide



NOT SURE WHAT A FUNCTION DOES?

Refer to the **How to Use Basic Functions** and **How to Use Advanced Functions** sections of this manual for a detailed description of how to use your air conditioner.

SPECIAL NOTE

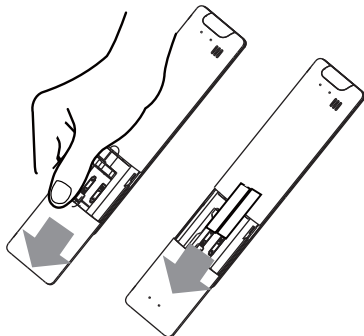
- Button designs on your unit may differ slightly from the example shown.
- If the indoor unit does not have a particular function, pressing that function's button on the remote control will have no effect.
- When there are wide differences between "Remote controller Manual" and "USER'S MANUAL" on function description, the description of "USER'S MANUAL" shall prevail.

Handling the Remote Controller

Inserting and Replacing Batteries

Your air conditioning unit may come with two batteries(some units). Put the batteries in the remote control before use.

1. Slide the back cover from the remote control downward, exposing the battery compartment.
2. Insert the batteries, paying attention to match up the (+) and (-) ends of the batteries with the symbols inside the battery compartment.
3. Slide the battery cover back into place.



! BATTERY NOTES

For optimum product performance:

- Do not mix old and new batteries, or batteries of different types.
- Do not leave batteries in the remote control if you don't plan on using the device for more than 2 months.



BATTERY DISPOSAL

Do not dispose of batteries as unsorted municipal waste. Refer to local laws for proper disposal of batteries.

TIPS FOR USING REMOTE CONTROL

- The remote control must be used within 8 meters of the unit.
- The unit will beep when remote signal is received.
- Curtains, other materials and direct sunlight can interfere with the infrared signal receiver.
- Remove batteries if the remote will not be used more than 2 months.

NOTES FOR USING REMOTE CONTROL

The device could comply with the local national regulations.

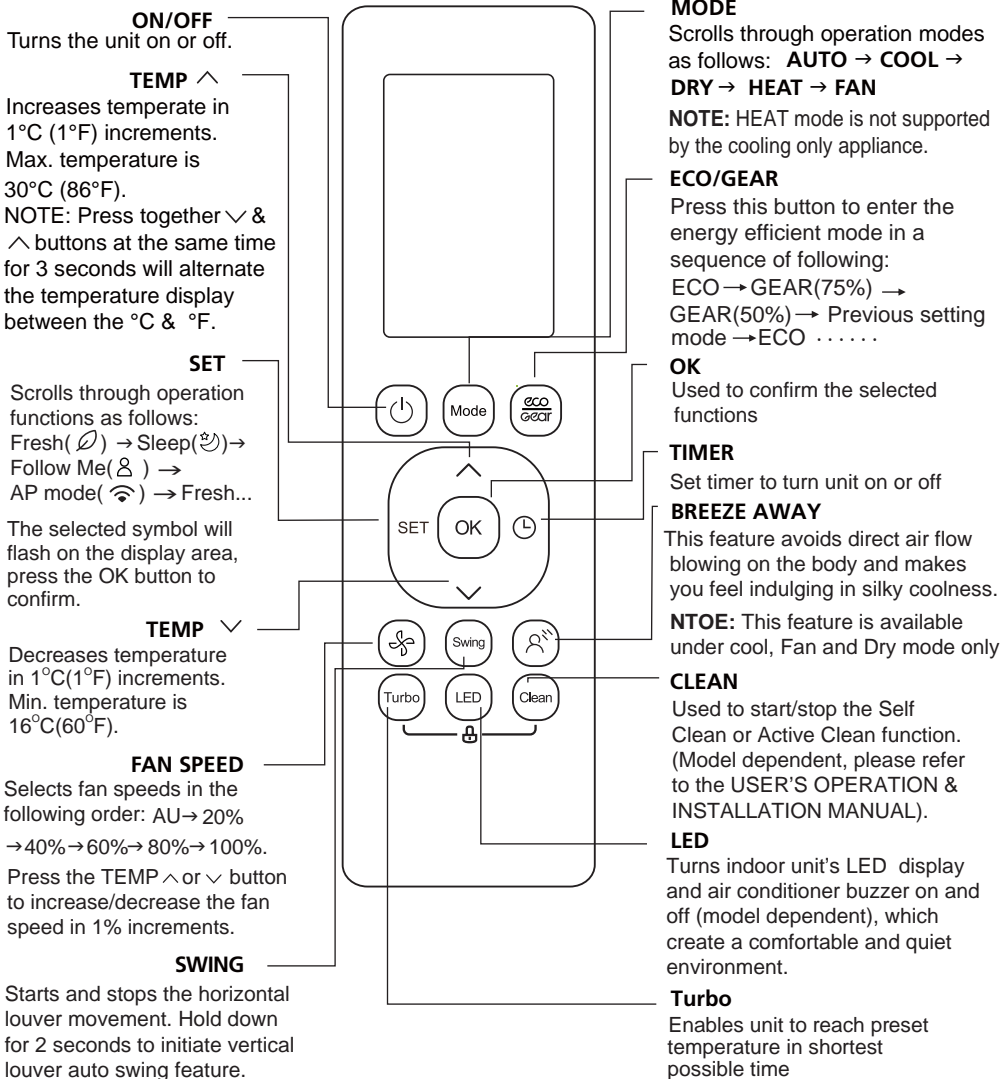
- In Canada, it should comply with CAN ICES-3(B)/NMB-3(B).
- In USA, this device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
 - (1) This device may not cause harmful interference, and
 - (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Changes or modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

Buttons and Functions

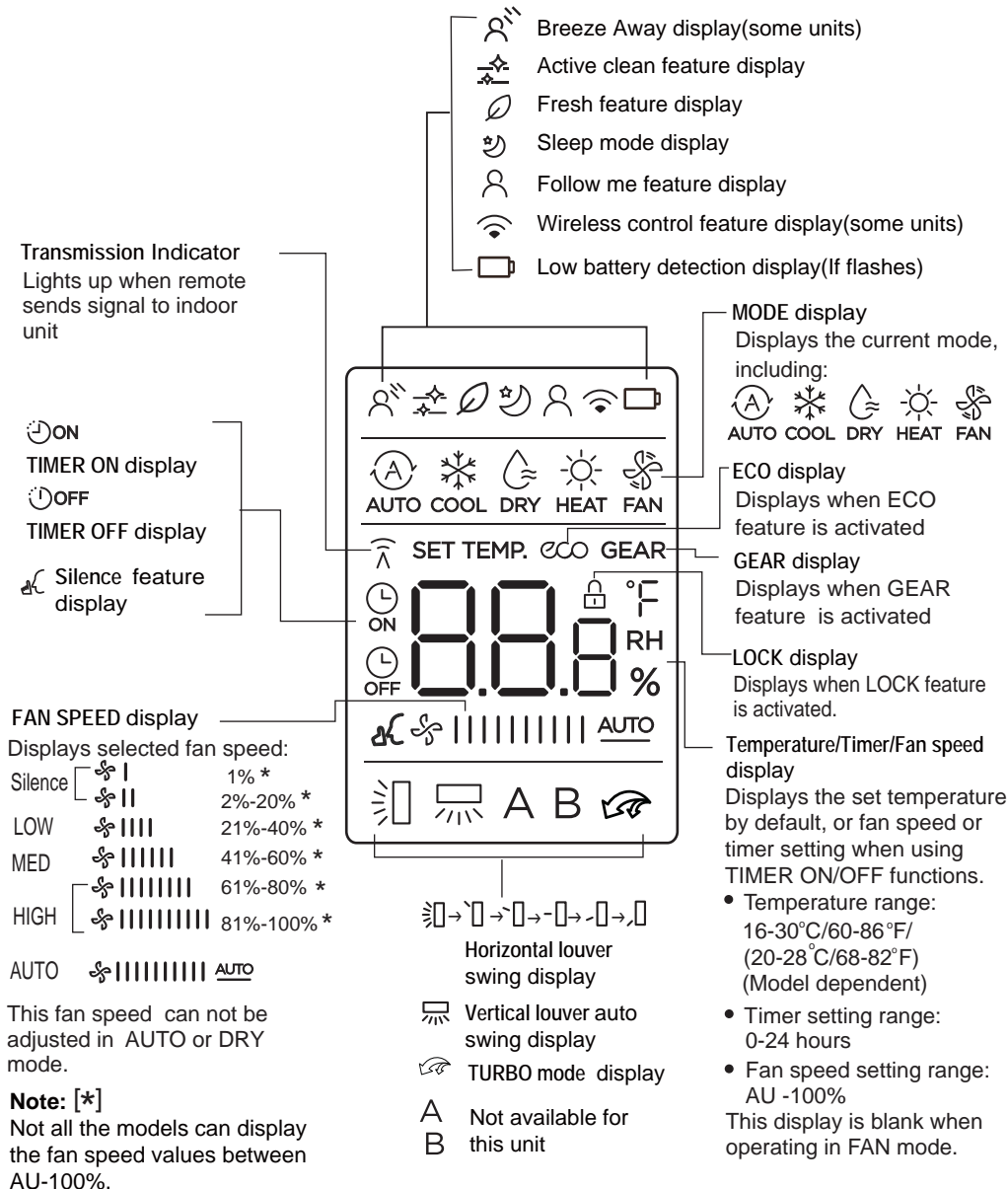
Before you begin using your new air conditioner, make sure to familiarize yourself with its remote control. The following is a brief introduction to the remote control itself. For instructions on how to operate your air conditioner, refer to the **How to Use Basic Functions** section of this manual.



Model: RG10A2(D2S)/BGEFU1, RG10Y2(D2S)/BGEF
RG10A10(D2S)/BGEF(20-28°C/68-82°F)
RG10A(D2S)/BGEF & RG10A(D2S)/BGEFU1(Fresh feature is not available)
RG10A2(D2S)/BGCEFU1 & RG10A2(D2S)/BGCEF
(Cooling only models, AUTO mode and HEAT mode are not available)

Remote Screen Indicators

Information are displayed when the remote controller is power up.



How to Use Basic Functions

! ATTENTION Before operation, please ensure the unit is plugged in and power is available.

AUTO Mode

Select AUTO mode



Set your desired temperature



Turn on the air conditioner



NOTE:

1. In AUTO mode, the unit will automatically select the COOL, FAN, or HEAT function based on the set temperature.
2. In AUTO mode, fan speed can not be set.

COOL or HEAT Mode

Select COOL/HEAT mode



Set the temperature



Set the fan speed



Turn on the air conditioner



DRY Mode

Select DRY mode



Set your desired temperature



Turn on the air conditioner



NOTE: In DRY mode, fan speed can not be set since it has already been automatically controlled.

FAN Mode

Select FAN mode



Set the fan speed



Turn on the air conditioner



NOTE: In FAN mode, you can't set the temperature. As a result, no temperature displays in remote screen.

Setting the TIMER

TIMER ON/OFF - Set the amount of time after which the unit will automatically turn on/off.

TIMER ON setting

Press TIMER button to initiate the ON time sequence.



Press Temp. up or down button for multiple times to set the desired time to turn on the unit.



TIMER OFF setting

Press TIMER button to initiate the OFF time sequence.



Press Temp. up or down button for multiple times to set the desired time to turn off the unit.

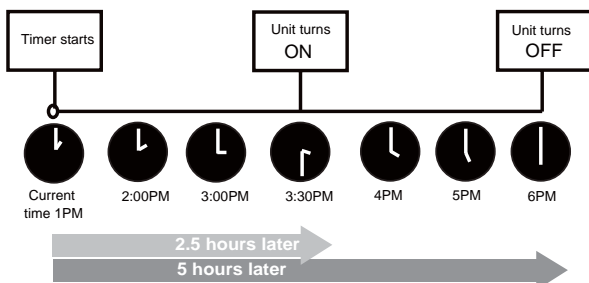
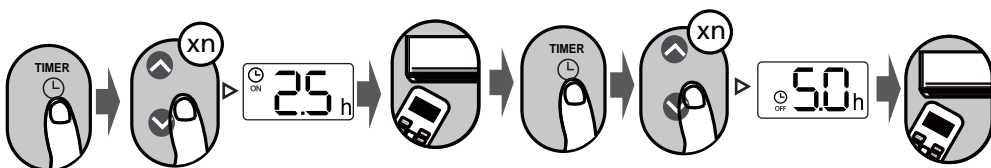


NOTE:

1. When setting the TIMER ON or TIMER OFF, the time will increase by 30 minutes increments with each press, up to 10 hours. After 10 hours and up to 24, it will increase in 1 hour increments. (For example, press 5 times to get 2.5h, and press 10 times to get 5h.) The timer will revert to 0.0 after 24.
2. Cancel either function by setting its timer to 0.0h.

TIMER ON & OFF setting(example)

Keep in mind that the time periods you set for both functions refer to hours after the current time.

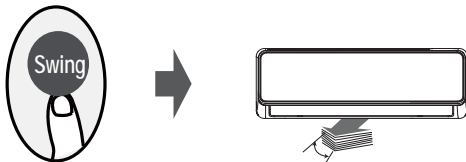


Example: If current timer is 1:00PM, to set the timer as above steps, the unit will turn on 2.5h later (3:30PM) and turn off at 6:00PM.

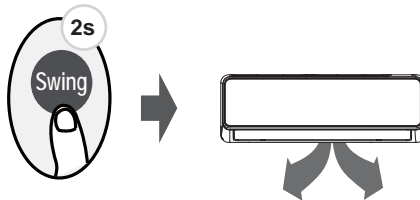
How to Use Advanced Functions

Swing function

Press Swing button

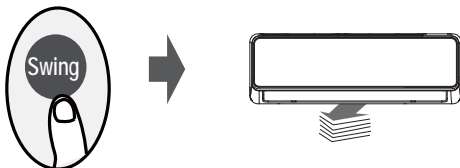


The horizontal louver will swing up and down automatically when pressing Swing button. Press again to make it stop.



Keep pressing this button more than 2 seconds, the vertical louver swing function is activated. (Model dependent)

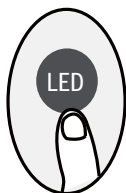
Airflow direction



If continue to press the SWING button, five different airflow directions can be set. The louver can be move at a certain range each time you press the button. Press the button until the direction you prefer is reached.

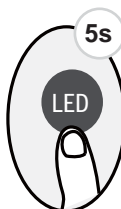
NOTE: When the unit is off, press and hold **MODE** and **SWING** buttons together for one second, the louver will open for a certain angle, which makes it very convenient for cleaning. Press and hold **MODE** and **SWING** buttons together for one second to reset the louver(Model dependent).

LED DISPLAY



Press LED button

Press this button to turn on and turn off the display on the indoor unit.



Press this button more than 5 seconds(some units)

Keep pressing this button more than 5 seconds, the indoor unit will display the actual room temperature. Press more than 5 seconds again will revert back to display the setting temperature.

ECO/GEAR function



Press this button to enter the energy efficient mode in a sequence of following:

ECO → GEAR(75%) → GEAR(50%) → Previous setting mode → ECO.....

Note: This function is only available under COOL mode.

ECO operation:

Under cooling mode, press this button, the remote controller will adjust the temperature automatically to 24°C/75°F, fan speed of Auto to save energy (only when the set temperature is less than 24°C/75°F). If the set temperature is above 24°C/75°F, press the ECO button, the fan speed will change to Auto, the set temperature will remain unchanged.

NOTE:

Pressing the ECO/GEAR button, or modifying the mode or adjusting the set temperature to less than 24°C/75°F will stop ECO operation.

Under ECO operation, the set temperature should be 24°C/75°F or above, it may result in insufficient cooling. If you feel uncomfortable, just press the ECO button again to stop it.

GEAR operation:

Press the ECO/GEAR button to enter the GEAR operation as following:
75%(up to 75% electrical energy consumption)



50%(up to 50% electrical energy consumption)



Previous setting mode.

Under GEAR operation, the display on the remote controller will alternate between electrical energy consumption and set temperature.

SHORTCUT function

Press SHORTCUT button(some units)



Push this button when remote controller is on, the system will automatically revert back to the previous settings including operating mode, setting temperature, fan speed level and sleep feature (if activated).

If pushing more than 2 seconds, the system will automatically restore the current operation settings including operating mode, setting temperature, fan speed level and sleep feature (if activated).

Silence function



Keep pressing Fan button for more than 2 seconds to activate/disable Silence function(some units).

Due to low frequency operation of compressor, it may result in insufficient cooling and heating capacity. Press ON/OFF, Mode, Sleep, Turbo or Clean button while operating will cancel silence function.

FP function



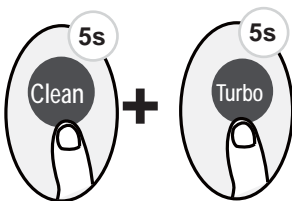
The unit will operate at high fan speed (while compressor on) with temperature automatically set to 8°C/46°F.

Note: This function is for heat pump air conditioner only.

Press this button 2 times during one second under HEAT Mode and setting temperature of 16°C/60°F or 20°C/68°F (for models of RG10A10(D2S)/BGEF, RG10B10(D2)/BGEF and RG10B10(D2)/BGCEF) to activate FP function.

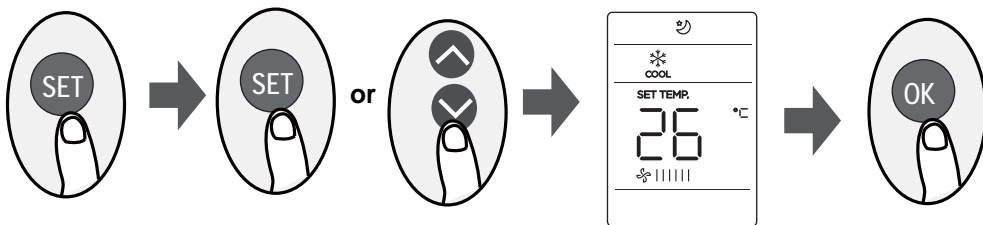
Press On/Off, Sleep, Mode, Fan and Temp. button while operating will cancel this function.






LOCK function



Press together **Clean** button and **Turbo** button at the same time more than 5 seconds to activate Lock function. All buttons will not response except pressing these two buttons for two seconds again to disable locking.

SET function



- Press the SET button to enter the function setting, then press SET button or TEMP▼ or TEMP▲ button to select the desired function. The selected symbol will flash on the display area, press the OK button to confirm.
 - To cancel the selected function, just perform the same procedures as above.
 - Press the SET button to scroll through operation functions as follows:
Breeze Away*() → Fresh*() → Sleep() → Follow Me() → AP mode()
- [*]: If your remote controller has Breeze Away button, Fresh button or Sleep button, you can not use the SET button to select the Breeze Away, Fresh or Sleep feature.

Breeze Away function() (some units) :

This feature avoids direct air flow blowing on the body and makes you feel indulging in silky coolness.

NOTE: This feature is available under cool, Fan and Dry mode only.

FRESH function() (some units) :

When the FRESH function is initiated, the ion generator is energized and will help to purify the air in the room.

Sleep function() :

The SLEEP function is used to decrease energy use while you sleep (and don't need the same temperature settings to stay comfortable). This function can only be activated via remote control.

For the detail, see "sleep operation" in "USER'S MANUAL".

Note: The SLEEP function is not available in FAN or DRY mode.

Follow me function():

The FOLLOW ME function enables the remote control to measure the temperature at its current location and send this signal to the air conditioner every 3 minutes interval. When using AUTO, COOL or HEAT modes, measuring ambient temperature from the remote control (instead of from the indoor unit itself) will enable the air conditioner to optimize the temperature around you and ensure maximum comfort.

NOTE: Press and hold Turbo button for seven seconds to start/stop memory feature of Follow Me function.

- If the memory feature is activated, "On" displays for 3 seconds on the screen.
- If the memory feature is stopped, "OF" displays for 3 seconds on the screen.
- While the memory feature is activated, press the ON/OFF button, shift the mode or power failure will not cancel the Follow me function.

AP function() (some units) :

Choose AP mode to do wireless network configuration. For some units, it doesn't work by pressing the SET button. To enter the AP mode, continuously press the LED button seven times in 10 seconds.

Test Run

Before Test Run

A test run must be performed after the entire system has been completely installed. Confirm the following points before performing the test:

- a) Indoor and outdoor units are properly installed.
- b) Piping and wiring are properly connected.
- c) No obstacles near the inlet and outlet of the unit that might cause poor performance or product malfunction.
- d) Refrigeration system does not leak.
- e) Drainage system is unimpeded and draining to a safe location.
- f) Heating insulation is properly installed.
- g) Grounding wires are properly connected.
- h) Length of the piping and additional refrigerant stow capacity have been recorded.
- i) Power voltage is the correct voltage for the air conditioner.



CAUTION

Failure to perform the test run may result in unit damage, property damage, or personal injury.

Test Run Instructions

1. Open both the liquid and gas stop valves.
2. Turn on the main power switch and allow the unit to warm up.
3. Set the air conditioner to COOL mode.
4. For the Indoor Unit
 - a. Ensure the remote control and its buttons work properly.
 - b. Ensure the louvers move properly and can be changed using the remote control.
 - c. Double check to see if the room temperature is being registered correctly.
 - d. Ensure the indicators on the remote control and the display panel on the indoor unit work properly.
 - e. Ensure the manual buttons on the indoor unit works properly.

- f. Check to see that the drainage system is unimpeded and draining smoothly.
- g. Ensure there is no vibration or abnormal noise during operation.
5. For the Outdoor Unit
 - a. Check to see if the refrigeration system is leaking.
 - b. Make sure there is no vibration or abnormal noise during operation.
 - c. Ensure the wind, noise, and water generated by the unit do not disturb your neighbors or pose a safety hazard.
6. Drainage Test
 - a. Ensure the drainpipe flows smoothly. New buildings should perform this test before finishing the ceiling.
 - b. Remove the test cover. Add 2,000ml of water to the tank through the attached tube.
 - c. Turn on the main power switch and run the air conditioner in COOL mode.
 - d. Listen to the sound of the drain pump to see if it makes any unusual noises.
 - e. Check to see that the water is discharged. It may take up to one minute before the unit begins to drain depending on the drainpipe.
 - f. Make sure that there are no leaks in any of the piping.
 - g. Stop the air conditioner. Turn off the main power switch and reinstall the test cover.

NOTE: If the unit malfunctions or does not operate according to your expectations, please refer to the Troubleshooting section of the Owner's Manual before calling customer service.

POŠTOVANI!

Zahvaljujemo na kupnji VIVAX uređaja i nadamo se da ćete biti zadovoljni odabirom. Ako u jamstvenom roku bude potreban popravak proizvoda, molimo savjetujte se sa ovlaštenim prodavačem koji Vam je proizvod prodao ili nas kontaktirajte na dolje navedene brojeve i adrese. MOLIMO VAS DA PRIJE UPORABE PROIZVODA PAŽLJIVO PROČITATE UPUTE PRILOŽENE UZ PROIZVOD!

JAMSTVENI LIST

VIVAX

HR**MODEL UREĐAJA****SERIJSKI BROJ****DATUM PRODAJE****BROJ RAČUNA PRODAVATELJA****POTPIS I PEČAT PRODAVATELJA**

1. Preuzimamo obavezu besplatno popraviti ili zamijeniti neispravne dijelove VIVAX klima uređaja koji bi se takvim pokazali za vrijeme trajanja jamstva, kao greška prilikom izrade ili montaže. Ovim jamstvom jamčimo da će predmet ovog jamstva raditi bez pogreške uzrokovanom eventualnom lošom izradom ili lošim materijalom izrade. Svi, eventualno nastali, kvarovi biti će besplatno otklonjeni od strane ovlaštenog servisa u jamstvenom roku.

UVJETI JAMSTVA:

2. Jamstveni rok počinje od dana kupnje proizvoda i traje **24 mjeseca**, osim modela **ACP-xxxxCCxxxxx, ACP-xxxxCTxxxxx, ACP-xxxxDTxxxxx, ACP-xxxxCFxxxxx, ACP-xxxxFSxxxxx** za koje vrijedi jamstvo u trajanju od **12 mjeseci**
3. **Jamstvo na uređaje u upotrebi produžuje se za sljedećih 12 mjeseci nakon izvršenja jamstvenog servisnog pregleda od strane ovlaštenog servisa.**
4. **Jamstvo se može produljivati ukupno tri puta, osim modela ACP-xxxxCCxxxxx, ACP-xxxxCTxxxxx, ACP-xxxxDTxxxxx, ACP-xxxxCFxxxxx, ACP-xxxxFSxxxxx za koje se jamstvo može produljivati četiri puta, što u ukupnom trajanju može iznositi maksimalno 60 mjeseci**
5. Jamstveni servisni pregled naplaćuje ovlašteni servis po cjeniku zastupnika M SAN Grupa d.o.o. i ovjerava jamstveni list što dokazuje produljenje i valjanost jamstva.
6. Jamstvo vrijedi ako su montaža ili servis VIVAX klima uređaja obavljani od strane ovlaštenog servisa kojeg je ovlastio zastupnik M SAN Grupa d.o.o.
7. VIVAX klima uređaj kao cjelinu čine jedna ili više unutarnjih jedinica, instalacija i vanjska jedinica koje su pravilno odabrani i koji si međusobno odgovaraju po modelu i snazi.
8. U slučaju kvara na proizvodu koji je predmet ovog jamstva, obvezujemo se da ćemo isti popraviti u najkraćem mogućem roku, a najkasnije u roku od 45 dana. Ako se proizvod ne može popraviti ili se ne popravi u roku od 45 dana, biti će zamijenjen novim. Jamstvo će biti produljeno za vrijeme trajanja popravka.
9. Jamstvo se priznaje samo uz račun o kupnji, te uz ovaj jamstveni list koji mora biti ispravno popunjen odnosno mora sadržavati datum prodaje, pečat i potpis prodavatelja, ovlaštenog montažera ili servisera.
10. Davalac jamstva osigurava servis i rezervne dijelove 5 godina od datuma kupnje VIVAX klima uređaja

JAMSTVO NE OBUHVAĆA:

11. Redovnu provjeru, održavanje uz zamjenu dijelova koji se troše normalnom upotrebom, prilagođavanje ili promjene za poboljšanje proizvoda za primjenu koji nisu opisane u tehničkim uputama za korištenje, osim ako je za te preinake predočena suglasnost M SAN GRUPA d.o.o.
12. **Jamstvo se ne priznaje u sljedećim slučajevima:**
Ako kupac ne predoči ispravan jamstveni list i račun o kupnji.
Ako se kupac nije pridržavao uputa o korištenju proizvoda.
Ako je proizvod otvaran, prepravljani ili popravljan od neovlaštene osobe.
Ako su kvarovi na proizvodu nastali djelovanjem više sile kao što su: udar groma, strujni udari u električnoj mreži elementarne nepogode i slično.
Ako su kvarovi nastali oštećivanjem zbog nepropisane upotrebe ili nepravilnim transportiranjem. Ako je kvar nastao pogreškom u sustavu na koji je proizvod priključen.
Montažom, servisnim pregledom ili popravkom VIVAX klima uređaja **od strane neovlaštenog servisa**, radionice ili treće osobe, kupac VIVAX klima uređaja gubi pravo na jamstvo.
Ovim jamstvom nisu obuhvaćene neispravnosti koje bi nastale zbog nepažljivog ili nestručnog rukovanja, zbog nepoštivanja uputa proizvođača za rukovanje tj. zbog bilo koje okolnosti koja se ne može pripisati grešci izrade uređaja
Ovo jamstvo vrijedi samo za robu kupljenu u Republici Hrvatskoj i na teritoriji Rep. Hrvatske i ne mijenja zakonska potrošačka prava važeća u Republici Hrvatskoj u odnosu na ona koja propisuje proizvođač.
Iz jamstva je isključena odgovornost za eventualne ozljede koje bi mogle pretrpjeti osobe ili životinje, odnosno za bilo koje štete nastale funkcioniranjem ili nefunkcioniranjem uređaja
Jamstveni kuponi služe za pravljanje popravaka uređaja
Prilikom popravka servis ima pravo zadržati jedan jamstveni kupon
13. Izjavu o sukladnosti i presliku izvorne Izjave sukladnosti (EU Declaration of Conformity) možete jednostavno preuzeti na našoj internetskoj stranici www.msan.hr/dokumentacija/artikala

Naziv tvrtke davatelja jamstva: **M SAN GRUPA d.o.o., Buzinski prilaz 10,10010 Zagreb-Buzin, tel: 01/3654-961**
CENTRALNI SERVIS: MR servis d.o.o, Dugoselska cesta 5,10370 Rugvica
Tel: +385 1 640 1111 Fax: +385 1 365 4982 E-mail za opće upite: info@mrsevis.hr,
E-mail za prodajne upite: prodaja@mrsevis.hr, Web: www.mrsevis.hr

DATUM SERVISNE INTERVENCIJE		
DATUM POPRAVKA		
DATUM SERVISNE INTERVENCIJE		
DATUM POPRAVKA		
DATUM SERVISNE INTERVENCIJE		
DATUM POPRAVKA		

Ugradnja

DATUM UGRADNJE	OVLAŠTENI SERVIS I POTPIS

Servisni periodični pregled i održavanje:

Servisni pregled 1	Ovlašteni servis:
Datum:	
Vrijedi do:	
Servisni pregled 2	Ovlašteni servis:
Datum:	
Vrijedi do:	
Servisni pregled 3	Ovlašteni servis:
Datum:	
Vrijedi do:	
Servisni pregled 4*	Ovlašteni servis:
Datum:	
Vrijedi do:	

* Servisni pregled 4 vrijedi samo za modele s osnovnim jamstvom od 12 mjeseci

Grad	Servis	Adresa	Telefon
Bjelovar	Koda d.o.o.	Vladimira Nazora 14	043/225 245
Bjelovar	Begić d.o.o.	Male Sredice 47 b	095/903-0860
Buje-Oprtalj	Elektro servis Šorgo	Šorgi 6	091/424-2958
Cavtat	Šturica-obrt za	Gornji Obod 31	098/345-026
Cerna	Elektroinst, i klimatizacija Sabo	Josipa Kozarca 70	097/704-6424
Čavle-Rijeka	Termo servis Čargonja d.o.o.	Buzdohanj 36	098/366-499
Čavle-Rijeka	Optimare d.o.o.	Zastenice 52	095/2222-312
Čazma	VI. Tihomir Vreš Serv. Kuć. ap. ČA	F.Vidović 35	043/771-924
Daruvar	Stilios d.o.o.	Trg dr.Franje Tuđmana 3	099/3719-084
Donja Bistra-Zagreb	Servis Borovec	Pljuskovec 4	098/212-783
Donja Pušća	Klimatizacija Ljubić j.d.o.o.	Voćarska 6a	099/3315-504
Donji Miholjac	Elektronik centar Menges	Kolodvorska 47	031/632-640
Dubrovnik	Tehno Elektronik d.o.o.	Josipa Kosora 46	091/2437-750
Dubrovnik	Radan Elektronik Centar d.o.o.	Obala Pape Ivana Pavla II	020/418-500
Dubrovnik	Barović Best d.o.o.	Nikole Tesle 16	020/356-199
Dubrovnik	Frigus servis d.o.o.	Kneza Branimira 19	020/424-669
Dugi Rat	Obrt za usluge Mušac	Glavica 4	091/7639-198
Dugo Selo	Servis Dado d.o.o.	Kolodvorska 26	098/286-286
Imotski	K-M d.o.o.	Brune Bušića 13	021/841-316
Imotski	T.U.O. Procesor	Brune Bušića 20	095/270-1973
Kaptol	Servis Jelušić	Požeška 40	099/362-6852
Karlovac	Čulig d.o.o.	Miroslava Krležu 2	098/364-524
Kaštela	Parchy obrt	Ivana Danila 7	098/823-171
Kaštelir	Klima Instal j.d.o.o.	Dvori 9	099/7306-363
Knin	Elektro servis Vujević	Tvrtkova 1	098/818-991
Konščani	Hlađenje-Kucelj j.d.o.o.	Konščani 26	098/723-223
Koprivnica	GTK d.o.o.	Franje Gažija 3	048/622-754
Krapina	Zvonček	Gajeva 28	049/370-990
Križevci	Elektro Babić-servis	Zagorska 86	048/714-219
KRK	Obrt Elektro servis MI	Kras 145a	051/266-193
Kutina	SF klima, grijanje	A.Mihanovića 25	098/730-650
Lipik	Zandona servis	Tabor 53	098/9534-871
Makarska	Tarčuki obrt	Obala kralja Tomislava 13	098/195-7246
Makarska	Kingtrade d.o.o.	Dubrovačka 29	021/679-407
Makarska	Obrt za P.E.A. i T. Pašketo	A. Starčevića 26	021/611-850
Metković	Alterm	Zagrebačka 46	095/889-3333
Metković	Finel d.o.o.	Mostarska 10a	020/690-730
Mundanije	Instalaterski obrt – Rab	Mundanije 212	098/190-3427
Našice	Servis kućanskih aparata Elkon	Trg I. Kršnjavog	031/615-090
Nova Gradiška	Frigo	Strossmayerova 18	035/362-299
Novska	Senior & Junior	I.Meštrovića 11	044/601-601

Ogulin	Electrico VI. Zdravko Miloš	Podvrh III/10	047/525-777
Ogulin	Bubi , obrt za elektroinst. radove	Cvijetna 3	099/700-8001
Ogulin	Elektrotrade Ogulin	Dražice 55	047/525-972
Osijek	Impuls d.o.o., Josipovac	Matije Gupca 36b	091/254-8118
Osijek	Frigo-dom obrt	Alanska 33	098/1949-722
Petrača	Bio Bor d.o.o.	Baletići 9	091/661-1159
Petrinja	Imela j.d.o.o.	Otona Kučere 24	099/8086-165
Pitomača	Probox j.d.o.o.	Dragutina Domjanića 11a	098/377-029
Pleternica	Elektroservis Čirko	M.Budaka 38	034/251-666
Ploče	Amadeus II d.o.o.	Vladimira Nazora 45	020/670-111
Ploče	Elektroinst. Četvrta, vl. M.Budiša	V. Nazora 23	
Pojatno	Microservis d.o.o.	Cvjetna 2	01/3392-200
Poreč	Frigoservis Šime	Kadumi 22	091/500-4242
Poreč	Labelle d.o.o.	Creska 34	052/453-052
Pula	Klima Sistem d.o.o.	Gladijatorska 29	091/136-7063
Pula	Eko klima-instalacije	Argonautska 67	052/381-050
Pula	Bolles-Istrafrigo d.o.o.	De Franceschijeva 29	052/392 099
Rab	Elektromeh. servis Pino	Banjol 88	098/369-672
Rijeka	Termo servis Čargonja d.o.o.	Buzdohanj 36	098/366-499
Rijeka	K. Arsen d.o.o.	Put Lovranki 15	098/791-814
Samobor	Elektro servis Husta	Voćarska 2,Samoborski otok	095/906-0012
Sesvete	Elko Tronik j.d.o.o.	Kašinska 27f	098/844-994
Sisak	GEK j.d.o.o.	Mljetska 8	095/851-6368
Sisak	ETC Sisak d.o.o.	22 lipnja 4f	044/549-500
Sisak	Servis kućanskih ap. Kramarić	Ante Starčevića 27	044/549-119
Slavonski Brod	Tempus d.o.o.	Baranjska 9	091/2504-170
Slavonski Brod	Klimatronic	K.Frankopana 4	095/8463-314
Solin	Obrt FIGO, vl.Jozo Ninčević	Šubićeva 8	091/532-02-65
Solin	Advena d.o.o.	Kaštelanska 8	098/661-661
Solin	Klimatronik j.d.o.o.	Put mira 43/a	
Split	Mitella d.o.o.	Vinogradska 74	091/645-66 44
Split	Periš- trgovina, servis	Stepinčeva 8	021/539-209
Split	Klima Vučković d.o.o.	R.Boškovića 23	091/251-7085
Šibenik	Elektro-AB vl.Ante Bura	Svilajska 32	091/215-4115
Šibenik	Frigo Bešić j.d.o.o.	Put kroz Meterize 43	099/437-8444
Šibenik	Tehno Jelčić d.o.o.	Sarajevska 9	022/217-264
Šibenik	Klimaexpert KVR obrt vl.Š.Gurlica	8. Udarne dalmatinske	098/961-5326
Šibenik	Klima Elektro Šupe	Ivana Meštrovića 13	099/4378-286
Trilj -Sinj	Pešo d.o.o.	Dubrovačka 1	021/660-162
Varaždin	Servis BI-EL vl. Zdravko Keliš	Primorska 20	042/350-765
Varaždin	Termo Tim d.o.o.	Cerje tužno 32	098/1948-250
Varaždin	Elektromeh. obrt Marković	K. Fi lića 9	042/210-588
Vela luka	Piccolo, vl. Goran Šego	Ulica 41 br 15	020/813-218
Vela Luka	Obrt Elektro-servis Bage	Obala 3	020/813-564
Velika Gorica	Elektro servis i trg. Meštrović	Slavka Kolara 10	01/6222-622

Vinkovci	Obrt Corect vl.Davor Turalija	Ante Starčevića 54	098/358-458
Virovitica	Fruk d.o.o.	Strossmayerova 9	098/403-631
Viškovo-Rijeka	Kjugar d.o.o.	Gornji Sroki 141	098/327-146
Vukovar	Servis Jagetić , Elektromeh. obrt	Radnička 63	091/560-0474
Zadar	I-Klima	Domovinskog rata 8	091/508-0960
Zadar	Arija-Nova d.o.o.	Ulica braće Miroslava i Janka	023/316-060
Zadar	T.O. Optima	Kneza Novaka Krbavskog 42	023/241-801
Zadar	Štefančić-inst. Klima uređ i centr.	Splitska 42 a	097/679-0769
Zadar	Montis trg. instalaterski obrt	Put Vukića 1	023/384-138
Zadar	Vedran Company d.o.o.	Nikole Tesle 18	095/123-0000
Zadvarje	Instalacije Jerčić	Šupukova glavica 12	092/292-2225
Zagreb	Pušić d.o.o.	Vodnjanska 26	01/3028-226
Zagreb	Tami projekt d.o.o.	Dubrava 3	098/9838-500
Zagreb	Burić-Klima d.o.o.	Jurja Ves 2, Odvojak 8	01/234-2555
Zagreb	Klima Buhin vl. Franjo Buhin	Maksimirska 11	099/3762-483
Zagreb	Klima Zirdum d.o.o.	Sv.Nikole Tavelića 33	098/626-666
Zagreb	Centar klima d.o.o.	10 podbrežje 14	091/578-5943
Zagreb-Dubrava	Pamajo d.o.o.	Vranička 7 a	01/294-5113
Županja	Ancol Obrtnička radnja	Kratka 20	098/636-286

POŠTOVANI!

Zahvaljujemo Vam na kupovini Vivax proizvoda i nadamo se da ćete biti zadovoljni izborom.

MOLIMO VAS DA PRE UPOTREBE PROIZVODA PAŽLIVO PROČITATE TEHNIČKU DOKUMENTACIJU I DA SE PRILIKOM UPOTREBE PRIDRŽAVATE PRILožENIH UPUTSTAVA

GARANTNI LIST 24+36=60 MESECI**VIVAX****SR****OSNOVNI PODACI O PROIZVODU (Popunjava trgovac)**

MODEL UREĐAJA	
SERIJSKI BROJ	
DATUM PRODAJE	
BROJ RAČUNA / FISKALNOG ISEČKA	
POTPIS I PEČAT TRGOVCA	

U skladu sa članom 49 Zakona o zaštiti potrošača roba je saobrazna ako:

- odgovara opisu koji je dao prodavac i ako ima svojstva robe koju je prodavac pokazao potrošaču kao uzorak ili model,
- ima svojstva potrebna za naročitu upotrebu za koju je potrošač nabavlja, a koja je bila poznata prodavcu ili mu je morala biti poznata u vreme zaključenja ugovora,
- ako ima svojstva potrebna za redovnu upotrebu robe iste vrste,
- po kvalitetu i funkcionisanju odgovara onome što je uobičajeno kod robe iste vrste i što potrošač može osnovano da očekuje s obzirom na prirodu robe i javna obećanja o posebnim svojstvima robe data od strane prodavca, proizvođača ili njihovih predstavnika, naročito ako je obećanje učinjeno putem oglasa ili na ambalaži robe.

Ako isporučena roba nije saobrazna ugovoru (član 51 Zakona o zaštiti potrošača), potrošač ima pravo da zahteva od prodavca da otkloni nesaobraznost, bez naknade, opravkom ili zamenom, odnosno da zahteva odgovarajuće umanjenje cene ili da raskine ugovor u pogledu te robe.

Potrošač, na prvom mestu, može da bira između zahteva da se nesaobraznost otkloni opravkom ili zamenom.

Ako otklanjanje nesaobraznosti u skladu sa stavom 2. ovog člana, nije moguće ili ako predstavlja nesrazmerno opterećenje za trgovca, potrošač može da zahteva umanjenje cene ili da izjavi da raskida ugovor.

Nesrazmerno opterećenje za trgovca u smislu stava 3. ovog člana, javlja se ako u poređenju sa umanjenjem cene i raskidom ugovora, stvara preterane troškove, uzimajući u obzir:

1. vrednost robe koju bi imala da je saobrazna ugovoru;
2. značaj saobraznosti u konkretnom slučaju;
3. da li se saobraznost može otkloniti bez značajnijih neugodnosti za potrošača.

Svaka opravka ili zamena se mora izvršiti u primerenom roku i bez značajnijih neugodnosti za potrošača, uzimajući u obzir prirodu robe i svrhu zbog koje ju je potrošač nabavio.

Sve troškove koji su neophodni da bi se roba saobrazila ugovoru, a naročito troškovi rada, materijala, preuzimanja i isporuke, snosi trgovac.

Potrošač ima pravo da raskine ugovor, ako ne može da ostvari pravo na opravku ili zamenu, odnosno ako trgovac nije izvršio opravku ili zamenu u primerenom roku ili ako trgovac nije izvršio opravku ili zamenu bez značajnijih nepogodnosti za potrošača.

Potrošač ne može da raskine ugovor ako je nesaobraznost robe neznatna. Prava navedena u stavu 1. ovog člana, ne utiču na pravo potrošača da zahteva od trgovca naknadu štete koja potiče od nesaobraznosti, u skladu sa opštim pravilima o odgovornosti za štetu.

Ova garancija ne isključuje i ne utiče na prava koja Vi kao potrošač imate na osnovu Zakona o zaštiti potrošača i koja ostvarujete u vezi sa saobraznošću robe u roku od 24 meseca od kupovine ovog uređaja.

Ova izjava garantuje da će proizvod i po isteku roka saobraznosti od 2 godine shodno Zakonu o zaštiti potrošača, u dodatnom periodu od 36 meseci ispravno funkcionisati pod uslovima predviđenim ovim garantnim listom.

Davalac garancije:

KIM-TEC d.o.o. Beograd, Viline vode bb, Slobodna zona Beograd L12/3, MB 17586491

Uvoznik i distributer: KIM-TEC d.o.o. Beograd, MB 17586491

**Viline Vode bb, Slobodna zona Beograd L12/3
Beograd**

Dužina trajanja garancije i teritorija: Garancija važi na teritoriji Republike Srbije.

24 + 36 = 60 meseci

***2 godine zakonske saobraznosti + 3 godina dodatne garancije**

SADRŽINA GARANCIJE, USLOVI I POSTUPAK OSTVARIVANJA PRAVA IZ GARANCIJE

KIM-TEC D.O.O garantuje da će proizvod u garantnom roku pravilno funkcionisati, ako njime budete rukovali prema priloženom uputstvu i u granicama izdržljivosti koje propisuje proizvođač.

Garancija i garantni rok počinju teći, istekom roka od 2 godine (24 meseca) zakonske saobraznosti i traje 36 meseci. Prava iz garancije ostvarujete prilaganjem overenog i popunjenog garantnog lista.

KIM-TEC D.O.O se obavezuje da će na Vaš zahtev, izražen u garantnom roku, otkloniti u svojim, odnosno ugovorenim servisnim odeljenjima, kvarove i tehničke nedostatke proizvoda koji su nastali prilikom normalne upotrebe, u vremenu za koje se garancija daje.

Ukoliko kvar ili nedostaci ne budu otklonjeni u roku od 45 dana od dana prijema uređaja od korisnika, KIM-TEC D.O.O. kao davalac garancije se obavezuje da će neispravi uređaj zameniti istim takvim ispravnim ili uređajem sličnih karakteristika.

KIM-TEC D.O.O se obavezuje da će obezbediti servis uređaja u ukupnom roku od 60 meseci od dana kupovine (24 meseca u skladu sa Zakonom o zaštiti potrošača+36 meseci u skladu sa ovom garancijom).

U garanciju ne ulaze oštećenja prouzrokovana prilikom transporta nakon isporuke, oštećenja zbog nepravilne montaže ili održavanja, korišćenja neodgovarajućeg potrošnog materijala (prema propisanom) mehanička oštećenja nastala krivicom korisnika, oštećenja zbog varijacije napona električne mreže, udara groma i pratećih pojava.

U garanciju ne spadaju delovi koji se troše i to: daljinski upravljač i baterije

OBAVEZE KORISNIKA

1. Da se pridržava uslova garancije i da se pre prve upotrebe uređaja upozna sa uslovima ove garancije i tehničkom dokumentacijom.
2. Da se eksploatacija uređaja vrši u skladu sa uputstvima navedenim u pripadajućoj tehničkoj dokumentaciji.
3. Da obezbedi stabilan izvor mrežnog napajanja (varijacije napona max. 10%, varijacije učestanosti max. 30%).
4. Da obezbedi uzemljenu elektroinstalaciju kako bi se izbegle razlike potencijala.
5. Da po mogućnosti sačuva svu priloženu tehničku dokumentaciju.

IZJAVA DAVAOCA GARANCIJE

1. Proizvodi imaju propisane, odnosno deklarisanе karakteristike kvaliteta. Davalac garancije, u garantnom roku, o svom trošku osigurava otklanjanje kvarova i nedostataka proizvoda koji proizilaze iz nepodudarnosti stvarnih sa propisanim, odnosno deklarisanim karakteristikama kvaliteta proizvoda. U slučaju neizvršenja ove obaveze davalac garancije će izvršiti poravku ili zameniti proizvod novim istim ili sličnih karakteristika ili omogućiti kupcu povrat novca preko prodavca kod koga je uređaj kupljen.
2. Proizvod će u garantnom roku ispravno funkcionisati ako se primenjuju data tehnička uputstva. Davalac garancije se obavezuje da će besplatno otkloniti kvarove i nedostatke u ovlašćenom servisu, zbog kojih proizvod ne funkcioniše ispravno.
3. Vlasnik aparata dužan je da vodi računa o ispravnoj veri garantnog lista bez čega garantni list ne važi, kao i da čuva potvrde o izvršenom redovnom servisu uređaja od strane ovlašćenog servisa za VIVAX klima uređaje.
4. Rok obezbeđenog servisiranja proizvoda je 60 meseci od dana kupovine (24 meseca u skladu sa Zakonom o zaštiti potrošača+36 meseci u skladu sa ovom garancijom).

USLOVI GARANCIJE

1. Da je klima uređaj montiran u kućnim i kancelarijskim uslovima po uputstvu i predviđenim standardima od strane ovlašćenog servisa VIVAX klima uređaja;
2. Da se klima uređaj koristi u skladu sa korisničkim uputstvom;
3. **Da se vrši redovan godišnji servis klima uređaja na kraju druge, treće i četvrte godine od datuma kupovine klima uređaja.** Redovan servis mora obaviti ovlašćeni serviser za VIVAX klima uređaje. **Troškove redovnog godišnjeg servisa snosi korisnik uređaja.**
4. **Potrošač je u obavez i da instalaciju/ servis poveri isključivo ovlašćenom serviseru za VIVAX klima uređaje,** kao i da ne ošteti kontrolnu nalepnicu.

Petogodišnja garancija nije prenosiva na druge VIVAX proizvode, već se odnosi isključivo na registrovane (prijavljene) klima uređaje. Garantni rok počinje istekom roka saobraznosti od 2 godine u skladu sa Zakonom o zaštiti potrošača i traje 36 meseci pod gore navedenim uslovima.

POSTUPAK OSTVARIVANJA PRAVA IZ GARANCIJE

Prava iz garancije ostvarujete kontaktiranjem ovlašćenog servisa za Vivax klima uređaje i prilaganjem overenog i popunjenog garantnog lista, dokaza o kupovini, dokaza o ugradnji klima uređaja od strane ovlašćenog servisa kao i dokaza o obavljenom redovnom servisu klime na kraju druge, treće i četvrte godine.

Kupac gubi pravo na garanciju:

- ako se kvar izazove nepridržavanjem datih uputstava za upotrebu,
- ako su kvarovi na proizvodu nastali kao posledica neodržavanja uređaja ili usled mehaničkog oštećenja
- ako su na proizvodu vršene bilo kakve popravke od strane neovlašćenih lica,
- ako instalacija nije urađena u skladu sa propisanim tehničkim uslovima,
- ako je korisnik nestručno, neadekvatno koristi i nemarno se ophodi prema klima uređaju,
- ako je proizvod pretrpeo strujni udar ili udar groma,
- ako nije ispunjen bilo koji od gore navedenih USLOVA GARANCIJE

VAŽNE NAPOMENE

1. Pre uključivanja aparata pročitajte uputstvo koje je priloženo uz svaki aparat. Pre nego što se obratite za tehničku pomoć nekom od naših ovlašćenih servisa, molimo Vas da proverite da li su obezbeđeni svi potrebni uslovi za normalan rad aparata.
2. U slučaju opravke, garantni rok će se produžiti onoliko koliko je kupac bio lišen upotrebe stvari.

Sve popravke aparata obavljaju se isključivo u ovlašćenim servisima. Spisak se nalazi na kraju ovog dokumenta

DATUM PRIJEMA UREĐAJA NA SERVIS		
DATUM POPRAVKE		
DATUM PRIJEMA UREĐAJA NA SERVIS		
DATUM POPRAVKE		
DATUM PRIJEMA UREĐAJA NA SERVIS		
DATUM POPRAVKA		

Ugradnja

DATUM UGRADNJE	OVLAŠĆENI SERVIS I POTPIS

Servisni periodični pregled i održavanje:

Servisni pregled 1	Ovlašćeni servis:
Datum:	
Vrijedi do:	
Servisni pregled 2	Ovlašćeni servis:
Datum:	
Vrijedi do:	
Servisni pregled 3	Ovlašćeni servis:
Datum:	
Vrijedi do:	

5 godina garancije - 2 godine zakonske saobraznosti plus 3 godine uz redovan godišnji servis

Centralni servis: KIM-TEC d.o.o., Viline vode bb, Slob. zona Bg, Beograd
Tel: 011/33 13 568 E-mail: servis@kimtec.rs

Mesto	Servis	Adresa	Telefon
Ada	ELEKTROSERVIS UNIEL	Branka Radičevića 51/C	063/547-939
Aleksandrovac	AZA KOM	29 Novenbar 17	037/751-338 063/692-082
Aleksinac	SKY	Knjaza Miloša 86/4	018/805-577 063/402-936
Alibunar	MONT EL ALIBUNAR	Žarka Zrenjanina 6/4	063/325-838
Apatin	KRNJAIĆ TIM	Lađarska 87	064/2382-817
Arandelovac	MB ELECTRONIC	Kralja Petra I bb	034/701-235 062/701-235
Arandelovac	MIRKO ANIČIĆ PR PEGAS	Orašački put 291	065/2003-180
Arandelovac	TEHNOMONT	Bukuljska 18	034/6712-902 0637070628
Arilje	L-MIRČETIĆ	Vojvode Mišića 8	063/567-911
Azanja	UR NEŠA HAUZ	Svetog Save 38	061/6447-123
Batočina	MATIX 2019	Kralja Petra Prvog 34	060/4031-300 063/515-562
Bač	KLIMA BUGI	Proleterska 26	021/6047-054 064-6154-750
Bačka palanka	BAP ELEKTRO d.o.o.	Branka Radičevića 27	021/754-093 063/580-905
Bačka palanka	TIM KONTAKT	Branka Radičevića 121	021/753-286 062/206-344
Bačka topola	ELEKTROMONT-BŽ	Košut Lajoša 59	024/716-320 060/3139-565
Bačka topola	K&K ELEKTRO	Lenjinova 75	069-1070-411
Bačka topola	SMARTCOM	1.maja 2	024/711-373 063/8862-634
Bački petrovac	SZR BELI PRIJATELJ	Karla Marksa 2	063/8569-198
Bačevac	FRIGO M	Beog.Bataljona 18	011/8300-655 065/8300-655
Bečej	AS IMPEX ELEKTROSERVIS	Miloša Crnjanskog 11a	063/1104-108
Bečej	G2 SERVIS	Holo Ferencza 70	021/6910-505 063/8363-776
Bečej	POLARCOOL	Udarnička 53	063/8260-854
Bečej	SZTR EL-BO SERVIS	Idjoski put 41	021/6915-867 063/8625-904
Bela crkva	MIG COMPUTERS	1.oktobra 58	013/852-501 063/1094-944
Bela crkva	MOBIL & PRO SERVIS I TRGOVINA	1. oktobra 67	013/853-999 062/283-393
Bela crkva	NELE NN BELA CRKVA	Dositejeva 98	061/1730-946
Bela crkva	PC SHOP	1 oktobra 79	013/854-273 064/0090-488

Beočin	SOFTEL	Dositeja Obradovića 15	021/872-858 063/527-174
Beograd	ACRO KLIMA d.o.o.	Lole Ribara 2	011/2578-281 061/1607-416
Beograd	ACS SHOP SERVICE	Zrenjaninski put 5	011/2717-181
Beograd	AS FRIGO	Nikole Tesle 11, Leštane	011/8035-096 064/1170-432
Beograd	ASTRA FRIGO	Gandijeva 60/55	011/7179-046 063/283 290
Beograd	BUILCON TIM	Marka Čelebonovića 48	011/2169-304 063/8060-587
Beograd	BULEVAR	Bulevar kralja Aleksandra488a lokal30	063/835-125
Beograd	COOL4YOU	Marka Cara 16	060/7517-707 064/0307-006
Beograd	COOL SHOP	Voždovački kružni 125	064/8005-300
Beograd	DELTA ELECTRONIC SZR	Milentija Popovića bb	011/4094-481 064/1255-442
Beograd	DUMIL FRIGO	Braće Jerkovića 127	065/2830-746
Beograd	ELECTRONICS ART	7.jula7	011/8035-514 063/8280-480
Beograd	ENERGOMONT+	Stevana Filipovića 122/a	062/200-056
Beograd	FRIGO BEST DOO BEOGRAD	Tome Rosandića 34	011/3046-417 063/256-058 064/1329-896
Beograd	FRIGO MAKŠ	Bore Radojevića 24	011/2573-175 064/1101-900
Beograd	FRIGO MV	Dr.Milivoja Babića 26	063/1872-538
Beograd	FRIGO-KLIMA	Petra Konjevića 12v lokal 30	011/3511-590 064/6424-080
Beograd	FULL HOUSE	Milutina Ivkovića 2	062/252-269 069/660-007
Beograd	HOME COOL SYSTEM	Gospićka 21	011/6301-170 061/6854-120
Beograd	INPULS TIM	Vinogradi 13	011/2589-058 064/1102-730
Beograd	KLIMA TEHNIKA	Požeška 37	011/3058-825
Beograd	MAXIMUS	Vodovodska 183	011/2580-712 064/2668-909
Beograd	MV FRIGO	Jurija Gagarina 237	011/2152-942 064/2478-782
Beograd	OZIRIS ELEKTRIK d.o.o.	Narodnog fronta 78	011/3612-377 063/228-044
Beograd	SANTERMO d.o.o.	Tiše kaclerovića 27 z	060/4476-997
Beograd	SAMSARA d.o.o.	Ruzveltova 1 , lokal 16	011/3370-250 065/3370-250
Beograd	SERVIS BELE TEHNIKE ŠINKO	Pinkijeva 1a	011/2615-619 063/8475-026
Beograd	SMN FRIGO PLUS d.o.o.	Crvenih hrastova 8	011/2647-577 063/1106-288
Beograd	TERMO COOL	Generala Ljubomira Milića 10	063/622-151
Beograd	TERMOBOSS	Mladena Mitrića 16	064/2729-888

Beograd	TERMOCOOL	Ljubomira Milića 10,1 sprat	063/622-151
Beograd	VELEMAJSTOR	Bul.Kralja aleksandra	064/1110-046
Beograd	Z.R.ALSTEDO	Put za Ovču 20g	011/3329-719
Bogatić	ELEKTROSERVIS SRDANOVIĆ	Pavla Orlovića 105a	015/7413-501 060/7413-501
Bogatić	ENERGY SZTKR	Mike Vitomirovića 14	015/7786-434 060/558-67-44; 064/258-67-44
Bor	ELEKTRON SC	Treći Oktobar 39b	030/427-031 061/7154-178
Bor	SERVIS TERZIĆ DEJAN	Njegoševa 46	030/423-360 063-11 79 031
Borča	PR ZANATSKA RADNJA ALSTEDO	Put za Ovču 20/G	063-773-9041
Crvenka	CRVENKA NET	Petra Drapšina 7	025/731-167 069/731-167
Čačak	DMG ELEKTRO	Stevana Prvovenčanog 49	032/332-507 060/586-933
Čačak	ELEKTROLINK d.o.o.	Bul. Tanaska Rajića 66	032/345-100 064/8403-569
Čačak	ELCOOL KLIMATIZACIJA	Ćurčić Milete 16	064/6686-474
Čačak	S.Z.R. FRIGO - M PLUS	Svetog Save 7/2	064/1368-646
Čačak	USPON DOO	Gradsko šetalište 57	032/340-410 064/8601-500
Ćićevac	PC TECH	Karađorđeva 241	037/813-303 063/638-329
Čuprija	EUROMONT	Jugoslovenska 16	063/667-252
Čuprija	NBN ELEKTRO	Sretena Zdravkovića 114	063/640-361
Čuprija	VPN RAČUNARI DOO	Karađorđeva 38/5	035/8871-404 065/5126-089
Deliblato	ELEKTRO FRIGO BANE	Maršala Tita. 51.	064/4324-974
Donji tovarnik	H.O.M. SERVICE	Donji Tovarnik	022/483-690 064/5077-127
Gložani	STIVELEKTRO SB	Veljka Vlahovića 61	021/2288-399 063/8551-234
Gornji milanovac	FRIGO TERM GM	Dragiše Nikolića 23	064/1923-648
Gornji milanovac	SZTR "FRIGOSERVIS"	Vojvode Milana Obrenovića 35	032/711-524 064/1274-269
Indija	EON-IN	Kraljice Jelene 20	063/1805-056
Indija	SIMA R SZTR BRATISLAV SIMIĆ PR	Kralja Petra I broj 44	022/560-211 064/1238-606
Ivanjica	TM TOPLOTA	Šume bb	032/652-180 064/3880-642
Jagodina	CRVENI DŽIN COMPUTERS	Kneginje Milice 16	064/3612-816
Jagodina	DŽIN SOLUTIONS d.o.o.	Radmila Đorđevića 2/20	035/244-036 063/617-283
Jagodina	ELEKTRO d.o.o.	Slavke Đurđević b1/3	035/8245-834
Jagodina	FM ELEKTRO	Kneza Lazara L1,lok.7	064/3612-816
Kač	MDM-TIM	Svetozara Miletića 27	064/5606-150
Kanjiža	PANNON ELECTRONIC	Subotički put 2	024/873-502

Kikinda	BUS COMPUTERS DOO	Nemanjina 36	0230/402-740 062/224-432
Kikinda	FRIGO TERMO MAX	Oslobođenja 9	060/5507-055
Kikinda	XEON DOO KIKINDA	Svetosavska 68	065/2437-935
Kladovo	ELEKTRO LUKS	Ritska 18	019/807-104 062/406-156
Knjaževac	AB KLIMAELEKTRO	Knjaza Miloša 92	019/736-336
Knjaževac	SZR „GAGISERVIS“	Trgovište bb	063-8089-332
Kovin	DR FRIGO	Cara Lazara 87	063/8315-625
Kovin	Termofrigo	Ive Lole Ribara 4	013/745-207 065/8332-176
Kragujevac	FOKUS	Ljubiše Bogdanovića 14	034/314-400 065/3144-004
Kragujevac	HOMEELEKTRO PLUS	Jovana Ristica 9	063/8390-649
Kragujevac	MEGA FRIGO	Vladimira Rolovića 30	064/9756-126
Kragujevac	PROFESIONAL	Kneza Danila 20	034/825-385 063/614-867
Kragujevac	SERVIS COOL	Kneza Mihaila 52a	034/362-942 063/8136-351
Kragujevac	SLOBODA-CHERRY	Kneza Mihaila 89	034/360-630 066/6360-630
Kraljevo	BOĆO ZUR	Oplanići 181 v	036/355-005 064/1813-999
Kraljevo	FRIGOKLIMA TOMICA	Majevička 7	064/0079-797
Kruševac	ELGOR	Kralja Petra Prvog 105	037/456-149 063/8225-033
Kruševac	FRIGO OPREMA DOO	Cara Lazara 382	037/456-456 064/1113-111
Kruševac	MP COOLING	Dostojevskog 6/8	037/443-419 064/1369-044
Kruševac	TERMO CONTROL	Srndałjska 15	064/1579-286
Kruševac	ŽIS-INVEST IVICA STAJIĆ PR	Mihajla Pupina 2	037/886-324 063/1886-324
Kucura	PAVIĆ INSTALACIJE SZR	Ise Sekickog 106	061/2987-123
Kula	ELTEK	M Tita 266 c	025/721-480 062/799-750
Kula	PC+	Maršala Tita 264b	025/721-135 061/2096-479
Kula	SONAR PC	Maršala Tita 266a	025-729-460 065/5729-460
Kula	TECHNO-SHOP	Trg oslobođenja 5	069/721-579
Lapovo	MM MOBIL	Njegoševa 13/1	034/853-333 063/613-995
Lazarevac	SERVIS BANE 985 DUDOVICA	Druga nova 6 Dudovica	069/3015-015
Lazarevac	FRIGO JANKOVIĆ SZTR	Dušana Petrovića Saneta 27	011/8119-080 063/341-359
Leskovac	FRIGO JUG	Bulevar oslobođenja 173a	016/215-727 064/2843-922
Leskovac	FRIGO PAHULJA	V.Stepe 36 Gornje Stopanje	063/1036-969
Leskovac	GMS FRIGOTERM	Kopaonika 7	065/2812-620

Leskovac	HOME CENTAR VERA D.O.O.	Stanoja Glavaša 9	016/3441-144
Leskovac	KATALOG DOO	Stepe Stepanovića 3	016/213-312
Leskovac	SERVIS EL	Cara Lazara 27/17	016/250-778 064/1749-509
Loznica	PLEROMA PLUS	Vladislava Bronjevsog 13	015/892-002 065/6787-678
Loznica	S.Z.R. UNIVERZAL	Vojvode putnika 7	015/873-692 9521 064/8568-206
Loznica	SERVIS MARJANOVIĆ SZTR	Vojvode Putnika 11	015/877-865 -
Lučani	TOP WOOD	Jugoslovenske armije 2	032/819-298 065/3607-790
Ljig	CENTAR SERVIS	Kolubarska 1	014/3443-953
Mačvanska mitrovica	DRAGAN ZABLACANSKI PR KENDIN	Brace Andonovic 18	063/7701-524
Mionica	SERVIS BELE TEHNIKE MIONICA (TOLIĆ)	Tolić bb	063/8689-440
Mionica	SERVIS BELE TEHNIKE SBT	Selo Dučić Gornja Toplica	014/66-330 063/8649-810 011/6234-
Mladenovac	ON-LINE SZTR	Milutina Milankovića 14/1	813 065/8220-411
Negotin	PREDIĆ PROMET OD	12. septembra 14	019/544-969
Negotin	TWEETY TR, ANA RADOVANOVIĆ PR	Kneza Mihaila 50	019/547-936 063/8544-289
Niš	ELEKTROTERM POTIĆ d.o.o.	Obilićev venac 5	018/516-555 062/1140-603
Niš	FRIGO ANJA	Bubanjska 16	018/280-169 064/1522-627
Niš	FRIGO M	Rentgenova 17/26	064/5451-381
Niš	FRIGO PINGVIN	Cvijičevo sokače br.8 Jelašnici	064/2255-710
Niš	FRIGOLUX	Ljubomira Nikolića 19/8	065/4243-700
Niš	FRIGOMARKET PLUS	Obilićev venac 2	018/259-444 063/8967-347
Niš	FRIGOMARKET PROMET	Jovana Ristića 55	065/8967-347
Niš	INSTAL ELEKTRIK	Kosovke devojke, treći prilaz br.5	063/8738-588
Niš	MD TRADE	Žarka Đurića 12a	018/224-114 063/7252-085
Niš	TOTAL KLIMA	Francuska 6	063/467-128
Niš	YU MARKET	Južnomoravskih brigada 15	064/1483-469
Niška banja	KLIMA SISTEMI PETKOVIĆ	Carice Teodore 10a	018/4548-208 060/5060-177
Nova pazova	FRIGO STANKOVIC	Vuka Karadžića 98	065/3319-577
Nova pazova	GORAN IN	R.Pavlović 18	063/267-064
Novi kneževac	ELEKTROSERVIS	Zmaj Jovina 67	0230/81-284 063/539-720
Novi sad	HERC d.o.o. Veternik	Bulevar Evrope 19	021/2544-864 063/542-131
Novi sad	ELZO SERVIS	Bul. Jovana Dučića 25/143	021/400-943 061/2312-844

Novi sad	FRIGO-MILAN SZR MILAN LUŽAIĆ PR	Ljubena Karavelova 17	064/1143-903
Novi sad	MISTER COOL	Pavleka Miškina 31	021/6398-350 063/344-667
Novi sad	PROSPERO d.o.o.	Narodnog fronta 30	021/453-869 063/512-671
Novi sad	SILER	Stanoja Glavaša 114	021/503-218 066/333-109
Obrenovac	FRIGO NIDŽA	Kralja Petra I 15	011/7872-228 064/3675-742
Obrenovac	MICROHARD	Miloša Obrenovića 140	063/308-114
Obrenovac	ŠAINOVIĆ I SINOVI	Belopoljska 1	011/8725-799
Odžaci	BAGZI TIM	Jurija Gagarina 24	069/2644-787
Odžaci	ŠPAKI ELEKTRO	Hajduk Veljka 13	063/8122-890
Opovo	PR TRGOVINSKA RADNJA I SERVIS NICOL-COMERC	B.Kidriča 25	013/682-280
Pančevo	FRIGO ACA PAN	Narodnog Fronta br.5	013/602-696 064/1472-547
Pančevo	FRIGO PEĐA	Karađorđeva 67	013/301- 300 063/7712- 416
Pančevo	FRIGOINŽENJERING	Petra Kočića 2	013/512-780 063/329-433
Pančevo	RANZ FRIGOELEKTRO	Milke Marković 5	064/1826-615
Pančevo	SERVIS BUNDALO	Đerdapska 16	013/371-530 060/3715-300
Pančevo	SERVIS RATKOVIĆ	Semberijska 14	013/370-101 063/472-524
Paraćin	DRAGAN SIMIĆ PR KLIMA EUROCOOL	Lebina bb	062/9744-356
Paraćin	SALE SAT	Vojvode Mišića 19	035/565-290 060/5565-290
Paraćin	SERVIS EUROCOOL	Davidovac bb	069/606-704
Petrijevo	KLIMA SD	Nemanjina 10	063-665-550
Pirot	EKO MRAZ	Dragoljuba Milenkovića 28	010/311-141 063/8220-748
Pirot	SERVIS FRIGOSTROJ	Trg Republike 37	064/2624-800 010 336-607 064-2624-800
Pirot	TRGOVINSKA RADNJA STOJANOVIĆ	Nikole Pašića bb	064/2774-039
Požarevac	AGATEL DOO POŽAREVAC	Nemanjina 11	012/541-175 060/6410-766
Požarevac	AVS	Kosančićeva 23	012/556- 188 069/1556- 188
Požarevac	GSM&PC SHOP	Trg oslobođenja 3	012/532-551
Požarevac	ZENER	Mišarska 5	012/550-536 069-135-1903
Priboj	STZR STARI GRAD	12 Januar 30	033/2448-102 064/5595-825
Prokuplje	FRIGO-TERM CENIC	Jug Bogdanova 50	064/4429-091

Ratkovo	FRIGO MIKOVIĆ	Ratka Pavlovića 37	063/8418-229
Ruma	COOL WATT	Vrdnicka 78	060/5005-200
Ruma	RADOVAN STOJADINOVIĆ PR ZANATSKA RADNJA SBT RAŠA	Vladimira Nazora 4	060/4713-120
Ruma	T.C.SISTEM	Prvomajska 46	022/471-584 064/9842-064
Sefkerin	FRIGOMANEX	Jna 47	066/5511-536
Senta	OMEGA ELEKTRO SERVIS I PREVOZNIK	Madrač Imrea9/A	024/815-565 064/0812-720
Smederevo	ANTARTIK	Partizanska 75	062/362-481
Smederevo	ELEKTRO DIPOL	Oslobođenja 66	064/3676-765
Smederevo	FRIGOSISTEM-SD	Crvene armije 55	064/1205-661
Smederevo	FINE COOLING	Kosovke devojke 11	060/5005-663
Smederevo	SATURNUS	Karađorđeva 12/136	026/616-785 063/231-631
Smederevska palanka	MARINKO MAJSTOR	Srpskog ustanka 123/2	063/7747-441
Sombor	SERVIS DALE	Miladina i nikole Kunića 7	025/302-339 063-554-082
Sombor	ZTKR ELEKTRON-M	Nikole Vukičevića 5/2	025/450-397 063/7732-675
Sremska mitrovica	DELTA PLUS	Fruškogorska25	022/617-890 064/1237-670 i 060/6280-999
Sremska mitrovica	DMG TIM	Marka Peričina 3/7	064/8709-111
Sremska mitrovica	KLIMATRONIK SERVIS	Josifa Rajačića 14	060/1754-444
Srpski miletić	FRIGO DADO	Dunavska 11	025/5764-841 063/593-466
Stara pazova	ETERM	Janka Čajaka 20	022/312-293 062/592-181
Stara pazova	SISTEM PLUS	Zmaj Jovina 15	060/6606-891
Subotica	BX COOL COMPLEX DOO	Istarska 19	064/6808-900
Subotica	CITY RTV	Zrinjskog i Frankopana 36	024/533-070 063/533-078
Subotica	DADO SERVIS	Bihačka 17	024/543-031
Subotica	ELEKTRIČAR 024	Jelene Četković 22	061/2701-854
Subotica	ERA SZR	Jovan Mikića 150	024/532-916 063/8631-576
Subotica	IVICA STANTIĆ PR FRIGO LINE SU	Svete Katarine 36	066/001-989
Subotica	MEGA ELEKTRO	Stipe Grgića 75	024/536-514 063/504-537
Subotica	MIDDLE TECH Robert Sabo PR	Bele Bartoka 52	024/263-177 064/6694-903
Subotica	NM INŽENJERING	Španskih Boraca 99	069/2394-718
Subotica	SLAĐAN STEVIĆ PR GEKKON SERVIS	Bokeljska 36	063/662-442
Subotica	SU EKONOMIK SZR	Marka Oreškovića 16	024/566-533 063/1056-788

Subotica	WM servis	Ruzmarina 2 ; PJ Frankopanska 36	024/523-764 063/519-505
Surdulica	PTMR COLESOFT	Srpskih Vladara 51	064-6339-915
Šabac	AXEL SERVICE d.o.o.	Vladike Joanikija Neškovića 4	015/304-445 063/326-303
Šabac	CENTRAL SERVICE d.o.o.	Prote Smiljanica 52	015/319-530 063/346-222
Šabac	HARMONIKA	Marička 23	015/304-246 063/362-218
Šabac	SERVIS I TRGOVINA MIJAILOVIC	Prote Smiljanica 2	064/4088-015
Šabac	ZTR OBRADOVIĆ	Kralja Milana 47a	015/344-997
Šid	FRIGOMONT	Vojvođanska 104 c	022/731-634 063/8186-751
Šid	MEGA SERVIS SZR	Solunskih dobrovoljaca 62, Berkasovo	022/718-230 063/8268-326
Šid	SZR SUBIĆ	Petra Kočića 44	022/711-448 061/1737-366
Štubik	FRIGO MIĆA	Beogradska bb	063/8033-109
Tečić	AKTIMO	Tečić bb	069/3002-240
Trstenik	SZR FRIGO SERVIS	Odžaci bb	037/711-825 064/1816-341
Ub stublenica	TMD INSTAL	Milana Munjaša br1	065/6511-553
Užice	ELEKTROUNIVERZAL	Vidovdanska 32	064/6145-808
Užice	FRIGO-M	D Tucovića 151/2	064/2392-971
Valjevo	FRIGO-ELEKTRO SERVIS	Čegarska 11	014/226-964
Valjevo	STR AŠKOVIĆ	Jakova Nenadovića 20	014/230-049 063/8154-767
Valjevo	UNIKOM UNISAT STZR JAGODIĆ DUŠKO	Uzun Mirkova bb	064/2356-777
Varvarin	KUĆA TEHNIKE	Jove Kursule BB	037/789-402
Varvarin	SBT 2017	Lole Ribara 18	064/1398-274
Velika moštanica	DELTA FRIGOMATIC DRAGAN	1. maj 77	011/4094-844
Velika plana	TEHNOSERVIS	Nikole Pašića bb	026/522-097 062/261-622
Veliko gradište	FRIGO SERVIS	Vojvode Milenka 3	012/661-050
Vladičin han	NIKOLA KOSTIĆ PR 13 OKTOBAR	Beogradska 29	069/5501-017
Vlasotince	SERVIS RANĐELOVIĆ	12. brigade bb	016/876-181 063/8220-926
Vojka	FRIGO MITO	Svetog Save 99	063/1777-335
Vranje	ELEKTROFRIGO	Prizrenska 6	063/1196-660
Vrnjačka banja	FRIGO ELEKTRIK LUKIC	Nemanjina 15	036/612-080 064/1940-733
Vrnjačka banja	SLOBODAN ĐURIĆ PR FRIGOCIPELEKTRON	Gočka 92, Ruđinci	036/5469-161 064/1925-438
Vršac	R.Z.P.K.A I TRGOVINA BEOSERVIS	Svetozara Miletića 84	064-5403-280
Vršac	TERMOMIKI	Svetosavski trg 6a	062/461-109
Vučje	FRIGO SISTEM	JNA 38	016/427-382 063/7603-509

Zabrđe kod petrovca	FREON	Zabrđe BB	063/388-750
Zaječar	MILENKOVIĆ SERVIS OBOD 2	Kursulina 20	019/463-047 063-485-875
Zaječar	SZR KLIMA ZAJEČAR	Nikole Pašića 224	063/8468-504 063/8141-396
Zrenjanin	ART COOL	Ivana Aćina 35	023/530-877 063/7763-259
Zrenjanin	KLEM	S.Mokranjca12	060/0525-901
Zrenjanin	KLIMA CENTAR	Valjevska 25	060-5114-949
Zrenjanin	RADIVOJ GAGIĆ PR SERVIS GAGIĆ	Rade Trnića 31	064/2674-400
Zrenjanin	ZDRAVKO PETROVIĆ PR SERVIS BELE TEHNIKE	Bačka 130	063/515-562
Žabalj	DEJAN ŠARIN PR D&S KLIMA SERVIS	Petra Kočića	069/1465-227

POŠTOVANI!

Zahvaljujemo na kupovini Vivax uređaja i nadamo se da ćete biti zadovoljni odabirom. Ako u garantnom roku bude potrebna popravka proizvoda, molimo savjetujte se sa ovlaštenim prodavačem koji Vam je proizvod prodao ili nas kontaktirajte na dole navedene brojeve i adrese. MOLIMO VAS DA PRIJE UPOTREBE PROIZVODA PAŽLJIVO PROČITATE UPUTSTVA PRILožENA UZ PROIZVOD!

GARANTNI LIST

VIVAX

BiH**MODEL UREĐAJA****SERIJSKI BROJ****DATUM PRODAJE****BROJ RAČUNA PRODAVAOCA****POTPIS I PEČAT PRODAVAOCA**

- Preuzimamo obavezu da besplatno popravimo ili zamijenimo neispravne dijelove Vivax cool klima uređaja koji bi se takvim pokazali za vrijeme trajanja garancije, kao greška prilikom izrade ili montaže
Ovom garancijom garantujemo da će predmet ove garancije raditi bez pogreške uzrokovane eventualnom lošom izradom ili lošim materijalom izrade. Svi, eventualno nastali, kvarovi biće besplatno otklonjeni u ovlaštenom servisu u garantnom roku.
- USLOVI GARANCIJE:**
- Garancija na Vivax cool klima uređaje počinje teći od dana kupovine proizvoda i traje **24 mjeseca**, osim modela **ACP-xxxxCCxxxxx, ACP-xxxxCTxxxxx, ACP-xxxxDTxxxxx, ACP-xxxxCFxxxxx, ACP-xxxxFSxxxxx** za koje vrijedi garancija u trajanju od **12 mjeseci**
- Garancija na uređaje u upotrebi produžuje se za sljedećih 12 mjeseci nakon izvršenja garantnog servisnog pregleda od strane ovlaštenog servisa.**
- Garancija se može produžavati ukupno **tri puta**, osim modela **ACP-xxxxCCxxxxx, ACP-xxxxCTxxxxx, ACP-xxxxDTxxxxx, ACP-xxxxCFxxxxx, ACP-xxxxFSxxxxx** za koje se garancija može produljivati četiri puta, što u ukupnom trajanju može iznositi maksimalno **60 mjeseci**
- Garantni servisni pregled naplaćuje ovlašteni servis po cjenovniku zastupnika KimTec d.o.o. i/ili Kim Tec servis d.o.o. i ovjerava garantni list što dokazuje produženje i valjanost garancije
- Garancija vrijedi ako su montaža ili servis Vivax cool klima uređaja obavljani od strane ovlaštenog servisa kojeg je ovlastio zastupnik Kimtec d.o.o..**
- Vivax cool klima uređaj kao cjelinu čine unutarnja jedinica, instalacija i vanjska jedinica koji su pravilno odabrani i koji međusobno odgovaraju po modelu i snazi.
- U slučaju kvara na Vivax cool klima uređaju obvezujemo se da ćemo isti popraviti u najkraćem mogućem roku, a najkasnije u roku 45 dana, ako se Vivax cool klima uređaj ne može popraviti ili se ne popravi u roku od 45 dana, biće zamijenjen novim. Ako popravak Vivax cool klima uređaja traje duže od 10 dana, garancija će se produžiti za vrijeme trajanja popravka.
- Garancija se priznaje samo uz račun o kupovini, te uz ovaj garantni list koji mora biti ispravno popunjen i ovjeren od strane prodavca, ovlaštenog montažera ili servisera.
- Davaoc garancije osigurava servis i rezervne dijelova 7 godina od datuma kupnje Vivax cool klima uređaj
- GARANCIJA NE OBUHVATA:**
Redovnu provjeru, održavanje uz zamjenu dijelova koji se troše normalnom upotrebom, prilagođavanje ili promjene za poboljšanje proizvoda za primjenu koji nisu opisane u tehničkim uputstvima za korištenje, osim ako je za te preinake predložena saglasnost M SAN GRUPA d.o.o.; i KimTec d.o.o. i/ili Kim Tec servis d.o.o.
- Garancija se ne priznaje u sljedećim slučajevima:**
Ako kupac ne predoči ispravan garantni list i račun o kupovini.
Ako se kupac nije pridržavao uputstava o korištenju proizvoda.
Ako je proizvod otvaran, prepravljan ili popravljan od neovlaštene osobe.
Ako su kvarovi na proizvodu nastali djelovanjem više sile kao što su: udar groma, strujni udari u električnu mrežu elementarne nepogode i slično.
Ako su kvarovi nastali oštećivanjem zbog nepropisane upotrebe ili nepravilnim transportiranjem. Ako je kvar nastao pogreškom u sustavu na koji je proizvod priključen.
Ovom garancijom nisu obuhvaćene neispravnosti koje bi nastala zbog nepažljivog ili nestručnog rukovanja, zbog nepoštivanja uputa proizvođača za rukovanje tj. zbog bilo koje okolnosti koja se ne može pripisati grešci izrade uređaja.
Montažom, servisnim pregledom ili popravkom Vivax cool klima uređaja od strane neovlaštenog servisa, radionice ili treće osobe, kupac Vivax cool klima uređaja gubi pravo na garanciju.
Iz garancije je isključena odgovornost za eventualne povrede koje bi mogle pretrpjeti osobe ili životinje, odnosno za bilo koje štete nastale funkcioniranjem ili nefunkcioniranjem uređaja
Garantni kuponi služe za pravljanje popravaka uređaja
Prilikom popravka servis ima pravo zadržati jedan garantni kupon

Naziv firme davatelja garancije: **Kim Tec d.o.o., Poslovni centar 96-2, 72250 Vitez,**
Tel: 030 718 800, FAX: 033 755 897,
e-mail: vivax@kimtec.ba

DATUM SERVISNE INTERVENCIJE		
DATUM POPRAVKA		
DATUM SERVISNE INTERVENCIJE		
DATUM POPRAVKA		
DATUM SERVISNE INTERVENCIJE		
DATUM POPRAVKA		

Ugradnja

DATUM UGRADNJE	OVLAŠTENI SERVIS I POTPIS

Servisni periodični pregled i održavanje:

Servisni pregled 1	Ovlašteni servis:
Datum:	
Vrijedi do:	
Servisni pregled 2	Ovlašteni servis:
Datum:	
Vrijedi do:	
Servisni pregled 3	Ovlašteni servis:
Datum:	
Vrijedi do:	
Servisni pregled 4*	Ovlašteni servis:
Datum:	
Vrijedi do:	

* Servisni pregled 4 vrijedi samo za modele s osnovnom garancijom od 12 mjeseci

POPIS SERVISNIH MJESTA

VIVAX

BiH

Grad	Servis	Adresa	Telefon
Vitez	Kim Tec-Servis d.o.o.	Poslovni centar 96-2	030718844
Banovići	Servis rashladne op. i bijele teh. Klimatronic	119 Muslimanske brdske brigade	061 287 708
Banja Luka	Servis Preradović	Oplenačka br.2.	051 280 500, 051 280 505,
Banja Luka	MCT Elektronik d.o.o.	Obiličeva 4 Trn	051 508 080
Banja Luka	Sloboda SOD	Milice Stojadinović S.6	065 523 658, 051 438 908
Banja Luka	Kod Ivice szr rtv servis	Voždovačka 7	051-301-449
Banja Luka	East Code d.o.o.	Bulevar Desanke M. 10	051 435 595
Banja Luka	Frigomatik d.o.o.	Petra Preradovića 13	051 315 950
Banja Luka	Elektronik servis s.p. Rosić	Zemunska 6	051/354-802
Banja Luka	Dekta PC	Srpska 107	065 446 333, 051 216 292
Banja Luka	Elektromont s.o.	Nenada Kostića 92	065 566 141, 051 386 008
Bihać	Elektronik d.o.o.	Trg Slobode 8	037 222 626
Bijeljina	Szr RTV Servis TM-Elektronika	Galac 140	055 207 294
Bijeljina	Sony Computers	Filipa Višnjića 67	065 584 303, 055 215 999
Bijeljina	Elkos	Vojvode stepe 10A	065 209 009
Bijeljina	BG elektronik	Meše Selimovića 45	055 201 001
Bijeljina	Copitrade d.o.o.	Njegoševa 6	055 207 755
Bijeljina	MaxMare d.o.o.	Meše Selimovića 4	055 225 040
Bijeljina	Elektro servis ZTR	Dimitrija Tucakovića 160	055 243 900, 065 517 553
Bosanska Krupa	Frigo Sani	Hasana Kikića 2	061 520 661
Bosanska Krupa	Instal-N	Sokak bb	061 935 535
Brčko	Elektro servis Rain	Brače Čuskića 24	065 621 645, 049 214 780
Brčko	Goja	Uzunovića 34	049 214 788, 066 451 821
Brčko	MD Montel d.o.o.	Brače Čuskića	065 532 001
Brčko	Servis Đukanović	R.DŽ. Čauševića 8	037 222 626, 065 529 798
Brčko	Damir-D-S	Mostarska 156C	061 961 609
Brčko	Konak d.o.o.	Rizaha Štetića	049 235 230
Brod	GG Elektro	Kralja P. oslobođioca	065 0130645
Cazin	Univerzal elektro obrt	Gen. Izeta Nanića	037 511 590, 061 794 935
Čapljina	Hipex d.o.o.	Gabela bb	063 323015
Derventa	Elin-M s.p.	1.maja br. 111	053 971 270, 065 478 903
Derventa	AMD elektro	Vase Pelagića 80	065 634 985

Derventa	Audio Video Cen. Danijel s.p.	N. Pašića 44	065 076 788
Doboj	Gama a&a sztur	Celjska 41	053 226 966
Doboj	EM-elektronik	Kralja Aleksandra 211	066 804 663
Goražde	Tehnika d.o.o.	Mravinjac bb	061 156 046
Gračanica	Dinnet d.o.o.	Kamenica bb	062 346 289
Gradačac	Elektroservis Hido	H.K. Gradašćevića 110	061 103 900, 061 178 431
Gradiška	Koming d.o.o.	Vindovdanska 21	065 525 637, 051 814 755
Gradiška	zr Frigoelektro	5. Kozarske brigade 11	066 488 479
Istočno Sarajevo	Frigo-elektro s.p.	Draže Mihajlovića 64	065 142 473
Istočno Sarajevo	Klima shop s.p.	Spasovdanska br.6.	057 344 104
Kakanj	Delta Term	Donji Banjevac	061 871 359
Kalesija	Obrt. Radnja Servis Gutić	Petrovice gornje bb	061 731 245
Kalesija	FinTech d.o.o.	Žrtava genocida u S.bb	035 631 111
Kiseljak Sarajevo	Michelangelo d.o.o.	Ive Andrića 1	063 339 044
Konjic	ZR Elektron	Varda30	061 153 988
Konjic	AC mont	Šunji 45	061 687 484
Kotor Varoš	SDM servis	Stefana Nemanje bb	065 587 740, 065 848 542
Kozarac	Ello	Kevljani	061 748 563
Livno	szr Servis Penjak	Brina bb	063 154 807
Lukavac	Imel d.o.o.	Sjendera Kulenovića bb	035 553504
Lukavac	PC oner d.o.o.	Branilaca Bosne bb	035 555 999, 061 724 775
Ljubuški	Šarmont, samostalni obrt	Proboj bb	063 898 873
Ljubuški	Elektroservis	Veljaci bb	063 372 605
Maglaj	PC Biro Shop	Viteške br.8.	032 604 330, 061 783 656
Mostar	Elektro Frigo Lerić tr	Šehovina 26	063 316 712, 036 577 407
Mostar	PC centar d.o.o.	Kralja Tvrtka 5	036 313 110
Mostar	Megamarkt d.o.o.	Muje Pašića bb	036 513 913
Mostar	Frigoterm d.o.o.	Vrapčići bb	036 575 130
Mostar	K.B. d.o.o.	Blajbluških žrtava b.b.	036 321 140
Novi Grad	Elektro frigo mont	Dobrljin 84	065 674 553
Orašje	MMC d.o.o.	VIII ulica bb	031 714 495, 063 714 495
Posušje	Digitrend d.o.o.	Vukovarska bb	039 680 920
Prijedor	Klima San	Boška Buhe 12	065 585 969
Prijedor	PR Media Market	Miloša obrenovića bb	052 233 833, 065 788 667
Prijedor	AC Frigo	Aerodromska ulica 3b	065 659 612
Prnjavor	Beki electronic	Vladike Platona 21	061 663 645
Rogatica	Elektromehanika	Zanatski trg br.1	065 341 135
Sanski Most	TNG d.o.o.	Otoke b.b.	037 684 701
Sanski Most	H-Mont	Banjalučka 21	062 5370298
Sarajevo	Asko szd	Igmanska 47	061/208 305

Sarajevo	Imtec	Pijačna 114	033 688 005
Sarajevo	AS Consult d.o.o.	Tvornička br. 3 Ilidža	061 162 755
Široki Brijed	Protehna d.o.o.	Knešpolje bb	063 440 652
Tešanj	Mepromex	Lepenica	032 662 795
Tešanj	Elektro Frigo	Raduša bb	062 984 117
Travnik	Elektro servis Agić	Mehmed Paše Kukavice	061 326 756
Trebinje	Elektro-Mehanika Milojević s.p.	Zasad bb	065 691419, 059 260 694
Trebinje	Krunić komerc d.o.o.	Luke Petkovića	059 273 040
Trebinje	Odavić d.o.o.	Vojvode Sindelića S4	059 272 010
Trebinje	Elektromontaža Trebinje d.o.o.	Kolubarska bb	059 261 081
Trebinje	Makel Instalacije d.o.o.	M. Crnjanskog 10	059 226 348
Tuzla	Ftešan	Genelac	035 251479
Tuzla	Euroline d.o.o.	Stupine 37	061 101 717, 035 276 228
Tuzla	Telix d.o.o.	Rudarska 61	035 277 100, 061 138 470
Tuzla	SK Sistem	Ivana Markovića	035 311 650
Tuzla	o.d. el.servis Klimlux-Dine	Slavka Mičića 12	061 140652
Tuzla	Frigo Servis	Nesiba Malkića 6	061 724 026
Tuzla	MOS Tech d.o.o.	Branislava Nušića 51	035 287 287
Velika Kladuša	Elektron	Trnivačka 8	037 770 514, 061 772 737
Velika Kladuša	Elektronika i Telekomunikacije	Kozaračka br.14	037 771 955, 061 591 702
Velika Kladuša	Dess centar d.o.o.	1.maj bb	037 772 207
Velika Kladuša	Prodata d.o.o.	Mahmuta Zulića bb	037 770 079
Visoko	Obrt Telecomp	Gornje Rosulje bb	061 401 219
Visoko	Mualvis d.o.o.	Ibrahima Hodžića 2	061 146 238
Višegrad	sztr Kruna	Kralja Petra bb	065 626 561 , 058 620 943
Vitez	Eltih s.z.r.	Stjepana Radića 78	063 333 401
Zenica	Intercom	Vrandučka 71b	032 446 580
Zenica	PPUD Klimatizacija-grijanje d.o.o.	Sarajevska 290	061 137 338, 070 216 440
Zenica	DR Elfix	Zmaja od Bosne bb	062 402 040
Zepče	Frigo elektronik d.o.o.	Stjepana Tomaševića bb	032 881 762, 061 108 510
Zvornik	BMG elektronik ztr sp	Vuka Karadžića	056 215 300, 065 958 025
Živinice	Refresh inženjering d.o.o.	25. novembar , lamela IV	061 655 583
Živinice	EM electronics d.o.o.	Pašage Gogića bb	035 773 408, 061 100 150
Živinice	Fleš inženjering	Alije Izetbegovića 32	061 655 853

ПОЧИТУВАНИ ПОТРОШУВАЧИ!

Ви благодариме што одбравте да купите клима уред Vivax cool. Се надеваме дека ќе бидете задоволни со Вашиот избор.

ПРЕД УПОТРЕБА НА ПРОИЗВОДОТ, ВЕ МОЛИМЕ ВНИМАТЕЛНО ДА ЈА ПРОЧИТАТЕ ТЕХНИЧКАТА ДОКУМЕНТАЦИЈА И ПРИЛОЖЕНИТЕ УПАТСТВА!

ГАРАНТЕН ЛИСТ

VIVAX

МК

МОДЕЛ НА УРЕД	
СЕРИСКИ БРОЈ	
ДАТУМ НА ПРОДАЖБА	
БРОЈ НА СМЕТКА	
НАПРОДАВАЧОТ	
ПОТПИС И ПЕЧАТ НА ПРОД.	
ДАТУМ НА МОНТАЖА	
СЕРВИС/МОНТАЖЕР	

Со оваа гаранција производителот ви гарантира преку увозникот Паком Компани дооел за во Македонија бесплатна поправка а на уредот во склад со важечките прописи наведени во овој гарантен лист.

- Преземаме обврска бесплатно да ги замениме или поправиме неисправните делови на клима уредот Vivax cool чија неисправност се појавила за време на гарантниот рок како грешка во изработката
- Гаранцијата на уредите Vivax cool започнува да тече од денот на купувањето на производот и трае **24 месеци** освен за моделите **АСР-xxxxCCxxxxx, АСР-xxxxCTxxxxx, АСР-xxxxDTxxxxx, АСР-xxxxCFxxxxx, АСР-xxxxFSxxxxx** за кои гаранцијата трае **12 месеци**.
- Гаранцијата на уредите може да се продолжи за дополнителни **12 месеци по извршен сервисен преглед** од страна на овластен сервис.
- Гарантниот сервисен преглед го наплатува овластениот сервис согласно ценовникот на застапникот Паком Компани дооел и го заверува гарантниот лист со што се докажува продолжувањето и важноста на гаранцијата.
- Гаранцијата важи ако монтажата и сервисните услуги на клима уредот Vivax cool се извршени од страна на овластен сервис од страна на застапникот Паком Компани.
- Vivax cool клима уредите се составени од внатрешна единица, инсталација и надворешна единица кои се внимателно одбрани и компатибилни според моделот и силата.
- Во случај на појава на дефект кај клима уред Vivax cool се обврзуваме дека ќе извршиме поправка во најкраток можен рок а најдоцна до 30 дена.
- Ако не може да се поправи уредот Vivax cool или не биде поправен во рок од 30 дена, ќе биде заменет со нов.
- Ако поправката на клима уредот Vivax cool трае подолго од 10 дена, гаранцијата се продолжува за времетраењето на поправката.
- Гаранцијата се признава само со приложена сметка и овој гарантен лист кој мора да биде исправно пополнет и заверен од страна на продавачот, овластениот монтажнер и сервисер.
- Давателот на гаранцијата обезбедува сервис и резервни делови за време од 7 години од датумот на купувањето на клима уредот Vivax cool.
- Во гаранцијата не се вклучени дефектите што настанале поради неисправна струјна мрежа, преднапонски удари, удари од гром или други временски непогоди и оштетувања предизвикани од виши сили
- Со оваа гаранција не се опфатени неисправностите кои би можеле да настанат поради невнимателно или нестручно ракување, поради непочитување на упатствата на производителот за ракување или други околности што не претставуваат грешка во изработката на уредот. • Со монтажа, сервис или поправка на клима уредите Vivax cool од неовластен сервис, работилница или трети лица, купувачот на клима уредот Vivax cool губи право на гаранција.
- Од гаранцијата е исклучена одговорност за евентуални повреди врз лица и животни односно штети што настанале од функционирањето или нефункционирањето на уредот.
- Гарантните купони служат за правдање на поправките на уредот.
- При поправката сервисот има право да задржи еден купон.

Име на фирмата-давател на гаранција: Паком Компани ДООЕЛ
ул. Јадранска Магистрала 12, 1000 Скопје, тел.02 3202-800

Централен сервис: Контакт 2000-Скопје
ул.10 бр.10 Аеродром, Скопје
Тел. 02 246-0000

Паком Компани дооел,
Јадранска магистрала бр.12, Скопје
Тел. 02/ 3202 800, факс 02/3202 892

ДАТУМ НА ПРИЕМ НА УРЕДОТ ВО СЕРВИС		
ДАТУМ НА ПОПРАВАЊЕ		
ДАТУМ НА ПРИЕМ НА УРЕДОТ ВО СЕРВИС		
ДАТУМ НА ПОПРАВАЊЕ		
ДАТУМ НА ПРИЕМ НА УРЕДОТ ВО СЕРВИС		
ДАТУМ НА ПОПРАВАЊЕ		

ИНСТАЛАЦИЈА

ДАТУМ НА ИНСТАЛАЦИЈА	ОВЛАСТЕН СЕРВИС И ПОТПИС

СЕРВИСЕН ПРЕГЛЕД ОД СТРАНА НА ОВЛАСТЕН СЕРВИС:

Сервисен преглед 1	Овластен сервис:
Сервис:	
Датум / Важи до :	
Сервисен преглед 2	Овластен сервис:
Сервис:	
Датум / Важи до :	
Сервисен преглед 3	Овластен сервис:
Сервис:	
Датум / Важи до :	
Сервисен преглед 4*	Овластен сервис:
Сервис:	
Датум / Важи до :	

* Сервисен преглед 4 важи само за модели со основна гаранција од 12 месеци.

СЕРВИСНИ МЕСТА

VIVAX

МК

Град	Сервис	Адреса	Телефон
Битола	Фригомонт	Трифун Пановски 28	070 269 313
Битола	Г Монт	Дебарска 125б	075 694 058
Велес	Електрон	Маршал Тито 108	043 231 381
Гевгелија	Хот Контрол	Солунска 5	075 650 888
Гевгелија	Еко Фриго Терм	Иво Лола Рибар 43	034 216 948
Гостивар	Сервис Фриго	Никола Парапунов 72	070 215 420
Демир Хисар	Алианса Клима Контрола	2-ри Септември бр.2	075 387 522
Дојран	АБА Пеливанов	с. Фурка	071 471 583
Кавадарци	Далас Експрес	Вишешница 6	043 416 869
Кавадарци	Тим Корпорейшн (КЛИМИ.МК)	Ѓуро Салај 15-1/11	070 325 300
Кавадарци	Аце Сервис	Бел Камен 45	070 394 374
Кичево	Разлади ЕМ-АА	4-ти Јули 125	071 338 875
Кочани	Ипсе Инт дооел	Скопска 2/7	075 905 525
Кочани	Филаделфија	Цар Самуил 53б	033 279 654
Кратово	Делта Инженеринг	Лазар Софијанов 7	070 800 422
Крива Паланка	Ампер Младен	Борис Трајковски 19	031 374 083
Куманово	Мулти Шоп Иги	Пионерска 13	031 413 400
Охрид	Рит Електроника	Туристичка 44а	046 261 281
Пехчево,Берово, Делчево, Мак. Каменица	Алфа Електротехника	Ванчо Китанов 17	070 210 685
Прилеп	МИС Електрокомпани	11 Октомври 7А	048 427 009
Прилеп	Владо Компани	Струшка 40/1	048 551 290
Прилеп	Електро Точила	Сотка Ѓорѓиоски бб.	070 208 290
Пробиштип	Сервис Диме	Едвард Кардељ 5	075 546 531
Ресен	Владо Блажевски		070 249 343
Свети Николе	С-М	Ленинова бб	070 632 829
Скопје	Контакт 2000	Борис Трајковски-7 бр.85	02 2460 000
Скопје	Филекс-Ком	Франц Прешерн 255	02 3232 228
Скопје	ТАС Предраг	Мирковци бб	070 370 118
Струга	Мактри Ојлески	Наум Наумоски Борче 28	075 521 691
Струмица	Електро Клима	Братство-Единство 46	072 243 434
Тетово	Стартер Фон	ул. 120 бр.10	044 333 590
Тетово	Еко Клима ии	ул. 19-ти Ноември бр. 5	076 452 004
Тетово	Фриго Нова	ул. Гостиварска бр.5	070 544 587
Штип	Сервис Дени	Косовска 105	070 720 709
Штип	Сервис Деспот	Милојкова 9	077 697 571

POŠTOVANI

Zahvaljujemo na kupovini Vivax uređaja i nadamo se da ćete biti zadovoljni izborom. Ako u periodu u kojem imate pravo na reklamaciju bude potreban popravak proizvoda, molim savetujte se sa ovlašćenim prodavačem koji Vam je proizvod prodao il/i nas kontaktirajte na dolje navedene brojeve i adrese.

MOLIMO VAS DA PRIJE UPOTREBE PROIZVODA PAŽLJIVO PROČITATE TE HNIČKU DOKUMENTACIJU I UPUTSTVA KOJI SU PRILOŽENI UZ PROIZVOD!

IZJAVA O SAOBRAZNOSTI

VIVAX

CG

MODEL UREĐAJA

SERIJSKI BROJ

DATUM PRODAJE

BROJ RAČUNA PRODAVCA

POTPIS I PEČAT PRODAVCA

1. Ovom izjavom o saobraznosti proizvođač proizvoda, preko KIM TEC CG d.o.o., kao uvoznika i davaoca prava u Crnoj Gori osigurava besplatan popravak istog u skladu s vazećim propisima i u skladu s uslovima opisanim u ovoj izjavi o saobraznosti.
2. Ovom izjavom o saobraznosti ističemo da će predmet ovog prava raditi bez greške uzrokovane eventualnom lošom Izradom i lošim materijalom izrade. Svi eventualno nastali kvarovi biće besplatno otklonjeni u ovlašćenom servisu u predviđenom roku za reklamaciju.
3. Rok za reklamaciju proizvoda počinje od dana kupovine proizvoda i traje **24 mjeseca**.
4. **Rok za reklamaciju proizvoda u upotrebi produžuje se za sljedećih 12 mjeseci nakon izvršenja kontrolnog servisnog pregleda od strane ovlašćenog servisa.**
5. **Rok za reklamaciju proizvoda može se produžavati ukupno tri puta, što u ukupnom trajanju može iznositi maksimalno 60 mjeseci**
6. U slučaju kvara na proizvodu koji je predmet reklamacije, obavezuje se da ćemo isti popraviti u najkraćem mogućem roku, a najkasnije u roku od 15 dana. Ako se proizvod ne može popraviti ili se ne popravi u roku od 15 dana, biće zamijenjen novim .
7. Pravo na reklamaciju se priznaje uz fiskalni račun o kupovini, ili uz ovu izjavu o saobraznosti koji mora biti ispravno popunjen odnosno mora sadržati datum prodaje, pečat i potpis prodavca.
8. Davalac izjave o saobraznosti osigurava servis i rezervne dijelove u razumnom vremenskom periodu.

PRAVO NA REKLAMACIJU NE OBUHVATA

9. Redovnu provjeru, održavanje uz zamjenu dijelova koji se troše normalnom upotrebom. Prilagođavanje ili promjene za poboljšanje proizvoda za primjenu koje nijesu opisane u tehničkim uputstvima za korišćenje, osim ako je za te promjene predočena saglasnost KIM TEC CG d.o.o.
10. Pravo na reklamaciju se ne priznaje u sljedećim slučajevima:
 - Ako kupac ne priloži ispravan reklamni list ili račun o kupovini.
 - Ako se kupac nije pridržavao uputstva o korišćenju proizvoda.
 - Ako je proizvod otvaran, prepravljan ili popravljan od neovlašćene osobe.
 - Ako su kvarovi na proizvodu nastali djelovanjem više sile kao što su: udar groma, strujni udaru u električnoj mreži elementarne nepogode i slično.
 - Ako su kvarovi nastali oštećivanjem zbog nepropisane upotrebe ili nepravilnim transportovanjem.
 - Ako je kvar nastao greškom u sistemu na koji je proizvod priključen.
 - Ova Izjava o saobraznosti ne mijenja zakonska potrošačka prava važeća u Crnoj Gori u odnosu na ona koja propisuje proizvođač

Naziv davaoca izjave o saobraznosti:

Kim Tec CG d.o.o. Ćemovsko polje bb, 81000 Podgorica, Crna Cora

Centralni servis (call centar):

Kim Tec CG d.o.o. Ćemovsko polje bb, 81000 Podgorica

Tel: 020/608-251,

E-mail za opšte upite: servisi@kimtec-ca.com

DATUM SERVISNE INTERVENCIJE		
DATUM POPRAVKA		
DATUM SERVISNE INTERVENCIJE		
DATUM POPRAVKA		
DATUM SERVISNE INTERVENCIJE		
DATUM POPRAVKA		

Ugradnja

DATUM UGRADNJE	OVLAŠĆENI SERVIS I POTPIS

Servisni periodični pregled i održavanje:

Servisni pregled 1	Ovlašćeni servis:
Datum:	
Vrijedi do:	
Servisni pregled 2	Ovlašćeni servis:
Datum:	
Vrijedi do:	
Servisni pregled 3	Ovlašćeni servis:
Datum:	
Vrijedi do:	

POPIS SERVISNIH MJESTA

VIVAX

CG

Grad	Servisi	Adresa	Telefon
Podgorica	D-MK ŠĆEPANOVIĆ doo	Dalmatinska bb	068-501-209 067-501-209
Podgorica	KLIMA M doo	Miladina Popovića 155	067-261-535
Podgorica	TmušićTermo Tehnika	Pavla Mijovića bb	067-181-482
Bar	FRIGO TIM doo	Bulevar DJ.K.Skenderbega	069-312-312 030-411-999
Bar	NS ELEKTRONIX doo	Bjeliši bb	069-527-638
Budva	NS ELEKTRONIX doo	Bjeliši bb	069-527-638
Herceg novi	MILMONT doo	V Crnogorske brigade br.5	067-584-922
Herceg novi	KOMPRESOR doo	Njegoševa 150	031 -323-503
Herceg novi	KOROVljeVIĆ doo	Zelenika, Kuti bb	067-606-099
Kotor	TERMOSTIL doo	Vidikovac bb	067-232-632
Niksic	ElkoFrigoTeam doo	Miolje polje bb	068-000-701
Tivat	SERVISCOMMERCE D.O.O.	Nikole durkovića	032-674-619
Ulcinj	FRIGO TIM doo	Bulevar DJ.K.Skenderbega	069-312-312 030-411-999

TË NDERUAR BLERËS

Faleminderit për blejen tuaj dhe shpresoj se ju do të jenë të kënaqur me përzgjedhjen. Nëse periudha e garantonit është e nevojshme për të riparuar produktin, ju lutem konsultohuni me shitësin

Apo me me personin i cili jua shet produktin tone

JU LUTEM LEXONI ME KUJDES PARA PËRDORIMIT PRODUKTIT DOKUMENTET TEKNIKE DHE MANUALET CILAT JANË VENDOSUR NË KUTI

LETGARANCIONI

VIVAX

KS

EMRI PRODUKTIT

LLOJI DHE MODELI

PRODHUESI

EMËRTIMI APO EMRI 1

SHITËSIT

NUMRI SERIAL

DATA SHITJES

VU LA:

NËNSHKRIMI I PËRSONIT ZYRTAR:

1. Kjo fletgarancion ju garanton që prodhuesi, nëpërmjet AskTec Ltd, si nje importues dhe ofrues i sigurisd ne Republikën e Kosovës, një riparim të lirë të njëte në përputhje me rregullat e zbatueshme në pajtim me kushtet e përshkruara në këtë fletgarancion .

KUSHTET E GARANCIONIT:

2. Periudha e garancisë fillon nga dita e blerjes së produktit dhe periudha e garancisë është **24 muaj**, me përjashtim të modeleve: ACP-xxxxCCxxxx, ACP-xxxxCTxxxx, ACP-xxxxDTxxxx, ACP-xxxxCFxxxx, ACP-xxxxFSxxxx është **12 muaj**.
3. Garancia për pajisjet në përdorim mund të zgjatet edhe për 12 muaj të tjerë pasi shërbimi i garancisë është kryer nga një qendër shërbimi e autorizuar.
4. Garancia mund të zgjatet tre herë, gjithsej tre herë me radhë, me përjashtim të modeleve ACP-xxxxCCxxxx, ACP-xxxxCTxxxx, ACP-xxxxDTxxxx, ACP-xxxxCFxxxx, ACP-xxxxFSxxxx maksimumi katër herë radhazi.
5. Kjo fletgarancion, ne garantojmë se ju do të jetë subjekt i kësaj pune garancisë pa gabime të mundshme të shkaktuara nga mjeshtëri e profesionalizuar dhe të materialit të dobët. Të gjitha gabimet mund të ndodhin ne do t korrigjohen pa pagesë në një shërbim garancion të autorizuar.
6. Në rast prishjes produktit do të mbulohet nga ky garancion , zotohemi për të rregulluar njëjtin sa më shpejt të jetë e mundur, dhe jo më vonë se 30 ditë. Nëse produkti nuk mund të riparohet ose nuk riparohet brenda 30 ditëve, ajo do të zëvendësohet.
7. Nëse procedura riparimit zgjat më shumë se 10 ditë, garancioni do të shtyhet për kohëzgjatjen e riparimit.
8. Garancioni është e njohur vetem me një faturë të shitjes, dhe me kartën e garancionit e cila duhet të plotësohet si duhet dhe duhet të përfshijë datën e shitjes, vula dhe nënshkrimi shitësit.

9. GARANCIONI NUK MBULON:

Inspektimit të rregullt, mirëmbajtjenndrrimi i pjesve hargjuese.

Rregullim ose ndryshim në përmirësimin e produktit për zbatimin që nuk janë përshkruar në udhëzimet teknike për përdorim, përvëg modifikime paraqitura Me pëlqimi AskTec LLC

10. Garancioni nuk pranohet në këto raste :

Nëse një klienti nuk paraqet kartën e saktë garancionit dhe faturë blerse. Në qoftë se bleresi nuk përbush udhëzimet mbi përdorimin e produktit.

Nëse produkti është i hapur, modifikuar ose riparuar nga personi i paautorizuar.

Nëse dështimet produktit janë shkaktuar nga forcës madhore, të tilla si rrufeja, electriciteti në fatkeqësitë e rrjetit elektrike .

Nëse dështime shkaktuar dëme nga përdorimi i pavend ose transportit të pahijshme.

Nëse defekt është një defekt në sistemin në të cilën produkti është i lidhur.

Ask Tec d.o.o.

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Instalimi

DATA E INSTALIMIT	SHËRBIMI DHE FINSHKRIMI I AUTORIZUAR

Inspektimi dhe mirëmbajtja periodike e shërbimit:

Inspektimi i shërbimit 1	
Data:	
Skadon:	

Inspektimi i shërbimit 2	
Data:	
Skadon	

Inspektimi i shërbimit 3	
Data:	
Skadon	

Inspektimi i shërbimit 4*	
Data:	
Skadon	

* Shërbimi i Inspektimit 4 është i vlefshëm vetëm për modelet me një garanci bazë 12-mujore.

City	Company	Adress	Phone
Prishtine-Fush Kosove-Lipjan	Eko Electronics	Vëllezërit Fazliu Nr. 74	045553800
Prishtine-Fush Kosove-Lipjan	Unique	Rr. Isa Kastrati p.n Kompleksi ARKOS	049111499
Ferizaj	Termo Ylli		044677077
Gjilan-Viti	Toni-Impex	28 Nentori nr 60	044 490 939
Mitrovice	Kulla	Ahmet Maloku 60	049307307
Peje	Uraniku	Vitomerice	049178749
Peje	CTA	Sahit Bakalli nr. 24	049506447
Gjakove	Lila Tech	Rr. Skenderbeu	048116811
Prizren-Suharek-Malisheve	Perfect Service	Lidhja e dukagjinit	048166141
Prizren-Suharek-Malisheve	Miranda- X-Tronics	Prizren	044140434
Kosove	Xhela Gorenje	Drenas	048170700



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