

## **Bosch Home Comfort Warranty Terms**

The terms are valid from 18.06.2025. Products purchased or installations performed before this date may be subject to different terms. Bosch Home Comfort reserves the right to change the warranty terms without prior notice. The original language of this document is Finnish. In the event of any dispute or discrepancy, the Finnish version shall prevail.

### **1. Who is covered by the warranty?**

The Bosch warranty applies to the purchaser of Bosch Home Comfort products who:

- a. owns the building in which the product was originally installed, or has usage rights to that building, or
- b. later acquires ownership or usage rights to that building. In such cases, Bosch Home Comfort must be notified of the change in ownership.

### **2. When is the Bosch warranty valid?**

- This warranty does not limit the buyer's legal rights, but complements them.
- The Bosch warranty covers Bosch Home Comfort products and any accessories supplied by Bosch at the time of installation and installed together with the Bosch Home Comfort product.
- For the extended Bosch warranty to take effect, the installer must register the installed Bosch heat pump in Bosch's system.
- The installation must be carried out in accordance with applicable regulations and Bosch's instructions (installation, design, wiring, and adjustment instructions).
- Detailed warranty periods can be found in section 13, on page 3.

### **3. What does the warranty cover?**

The warranty covers repair of material and manufacturing defects, including spare parts and the labor and travel costs of the service provider.

### **4. Where is the Bosch warranty valid?**

The Bosch warranty is valid in Finland for Bosch Home Comfort products that have been purchased and installed in Finland.

### **5. Scope**

The Bosch warranty covers all material and labor costs for remedying defects identified by Bosch, provided the defect is in a Bosch Home Comfort product or accessory supplied by Bosch at the time of installation and installed together with the Bosch heat pump. If a claim results in replacement of the entire Bosch Home Comfort product, the device will be replaced with an equivalent Bosch Home Comfort product. The warranty period of a replaced device or spare part during the warranty does not exceed the original warranty period of the product.

### **6. General exclusions**

The Bosch warranty does not cover:

- damage caused during transportation, incorrect installation, external reasons (e.g. vandalism, fire, explosion, water damage, voltage fluctuations, phase failure or short circuit) or damage caused by natural phenomena (e.g. flood, storm, lightning strike, etc.).
- defects resulting from abnormal use or insufficient maintenance, or visual deviations that do not affect the pump's operation, such as corrosion.
- situations where the heat pump has not been used in the proper environment or maintained correctly according to the manual.

- repairs performed by unauthorized service partners/service providers.
- defects in parts of the system not supplied by Bosch, such as heating systems, boreholes, pipe components, etc.
- wear parts, such as filters, filter cleaners, anodes, batteries, or remote-control replacement batteries, etc.
- indirect or consequential damage to other equipment, buildings, properties, etc.
- damage or losses resulting from negligence, intent, or crime, such as embezzlement, fraud, disloyalty to the principal, or unauthorized control.
- indirect costs caused by a defect, such as increased electricity costs, investigation costs, agent fees, or litigation costs.
- defects caused by using water not meeting domestic water quality requirements.
- additional costs for accessing a special installation location (e.g. boat, snowmobile, helicopter, ferry).
- additional costs arising from challenging installation locations (e.g. personnel lifts, dismantling work).
- air-to-air heat pumps used as the sole heating source of a building.
- costs other than the spare part itself for a part replaced under spare-parts warranty (e.g. labor costs, travel costs).
- defects resulting from user negligence, overloading of the device or failure to follow the device's instructions or maintenance instructions.
- situations where the device's original structure or control automation system has been modified, or additional control-affecting devices have been installed without Bosch's approval.
- cases where the device has been used for purposes other than those for which it was designed or contrary to sizing requirements.
- cases where the device was installed without the manufacturer's specified required flow rates or water volumes in the system.
- the warranty period of a replaced part or spare part does not exceed the original product's warranty period.
- the Bosch warranty lapses if a permanently installed Bosch device is moved or reinstalled.
- service actions arising from retrieving information about the device's operation or incorrect use.

#### 7. Fault notification & measures in case of damage

- Fault notification must be made to the dealer/authorized service company immediately, but no later than within two (2) weeks of noticing the defect.
- The warranty does not cover a defect or deficiency that was noticed, or should have been noticed, during the warranty period and was not reported during that time.
- Repairs may only be carried out by a Bosch dealer/authorized service provider.

#### 8. Claiming warranty work

If a repair is not covered under the warranty, the customer will be charged for the repair costs according to the current price list of the service company or installer.

#### 9. If the original installer/dealer has ceased operations

The Bosch warranty remains valid even if the original installer/dealer has ceased operations. If a defect occurs in the device, the repair or warranty claim must be directed to another Bosch-authorized dealer. Information about these dealers is available on Bosch's website [bosch-homecomfort.fi](http://bosch-homecomfort.fi).

#### 10. Duty of care

Bosch Home Comfort products and accessories covered by the Bosch warranty must be handled with due care to avoid damage and loss wherever possible.

### 11. Basis for compensation

Damages are compensated through repair carried out by a Bosch-authorized dealer or service provider. The warranty does not entitle the customer to financial compensation.

### 12. Force majeure

Bosch is not liable for non-performance of the warranty if it is due to circumstances beyond Bosch's control (e.g. war, riot, government action, labor dispute, legislative changes, natural disasters). Similarly, product defects resulting from such factors are not covered by the warranty.

### 13. Warranty periods

The warranty period for heat pumps and their connected accessories starts from the commissioning of the device. "Commissioning" means powering on the device at the site. Temporary heating during the construction phase is considered in-warranty use. However, the warranty starts no later than six months from the purchase date. The warranty for other products starts from the purchase date.

For warranty claims, please contact the retailer that sold the device.

| Product Category                           | Warranty | Extended Warranty <sup>1)</sup> | 10-year Compressor Warranty <sup>1)</sup> |
|--|----------|---------------------------------|---|
| <b>Ground-source heat pumps</b>            |          |                                 |   |
| Compress EHP 5000 LW/M                     | 3 years  | 6 years                         | Yes                                       |
| Compress 7800i LW/M                        | 3 years  | 6 years                         | Yes                                       |
| <b>Commercial ground-source heat pumps</b> |          |                                 |   |
| Compress 7000 LW EHP                       | 3 years  | 6 years                         | -   |
| <b>Air-to-water heat pumps</b>             |          |                                 |   |
| Compress 7000i AW                          | 3 years  | 6 years                         | Yes                                       |
| Compress 6000 AWM                          | 3 years  | 6 years                         | -   |
| Compress 6000 AWE                          | 3 years  | 6 years                         | -   |
| Compress 6000 AWB                          | 3 years  | 6 years                         | -   |
| Compress 5800i AW                          | 3 years  | 6 years                         | Yes                                       |
| Compress 5800i AWM                         | 3 years  | 6 years                         | -   |
| Compress 5800i AWE                         | 3 years  | 6 years                         | -   |
| <b>Exhaust-air heat pumps</b>              |          |                                 |   |
| Compress 3800 EW                           | 3 years  | 6 years                         | Yes                                       |
| <b>Air to air heat pumps</b>               |          |                                 |   |
| Climate 5100i                              | 3 years  | -                               | -   |
| Climate 7100i                              | 3 years  | 5 years                         | -   |
| Climate Class 6101                         | 3 years  | 6 years                         | -   |
| Climate Class 8101                         | 3 years  | 6 years                         | -   |
| Climate Class 9100                         | 3 years  | 6 years                         | -   |
| <b>Air conditioners</b>                    |          |                                 |   |
| Climate 3000i                              | 3 years  | -                               | -   |
| Climate 3200i                              | 3 years  | -                               | -   |
| Cool -portable air conditioners            | 2 years  | -                               | -   |
| <b>Tanks</b>                               |          |                                 |   |
| Tronic 4500T                               | 3 years  | 6 years <sup>2)</sup>           | -   |
| DS-tanks                                   | 3 years  | 6 years <sup>2)</sup>           | -   |
| DHW-tanks                                  | 3 years  | 6 years <sup>2)</sup>           | -   |
| BC-tanks                                   | 3 years  | 6 years <sup>2)</sup>           | -   |
| FW-tanks                                   | 3 years  | 6 years <sup>2)</sup>           | -   |
| <b>Other products</b>                      |          |                                 |   |
| Power Charge 7000i S                       | 2 years  | -                               | -   |
| Power Meter 5000                           | 2 years  | 6 years <sup>2)</sup>           | -   |
| Spare parts                                | 2 years  | -                               | -   |
| Accessories                                | 2 years  | 6 years <sup>2)</sup>           | -   |
| Smart Home products                        | 2 years  | -                               | -   |

<sup>1)</sup> The product must be sold, installed, and registered by a Bosch Lämpöestari.

<sup>2)</sup> The product must also be installed in conjunction with a Bosch heat pump.