

MOES

Instruction Manual Thermostatic Radiator Valve ZigBee 3.0



English

WENZHOU NOVA NEW ENERGY CO., LTD

ZTRV-S01-MS-EG02

Mehr Inhalte

Scannen Sie den QR-Code, um die elektronische Handbuch in der entsprechenden Sprache für mehr Inhalte.

Más contenido

Escanee el código QR para obtener el manual electrónico en el idioma correspondiente para más contenido.

Plus de contenu

Scannez le code QR pour obtenir le manuel électronique dans la langue correspondante pour plus de contenu.

Altri contenuti

Scansionare il codice QR per ottenere il manuale elettronico nella lingua corrispondente per più contenuti.

Mais conteúdo

Digitalizar o código QR para obter o manual eletrónico no idioma correspondente para mais conteúdo.

Больше контента

Сканируйте QR-код, чтобы получить электронное руководство на соответствующем языке для большего контента.

Więcej treści

Skanuj kod QR, aby uzyskać elektroniczną instrukcję w odpowiednim języku więcej treści.

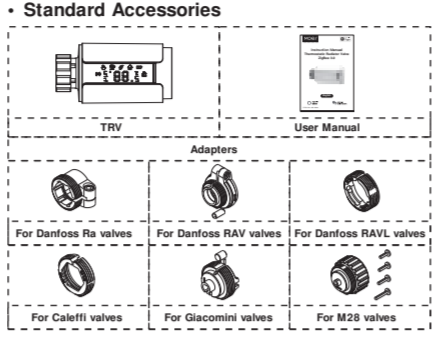
Product Description

Thermostatic Radiator Valve as the core control devices in smart heating systems, enabling remote, automated, and zoned precision control for radiators or underfloor heating. They significantly enhance living comfort, provide exceptional convenience, and achieve effective energy conservation by preventing excessive heating. This makes them an ideal choice for modern energy-efficient smart homes.

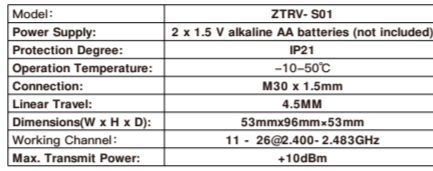
WARNINGS

Do not disassemble, reassemble, modify or attempt to repair this product by yourself. This work should be performed by authorized professionals.

Standard Accessories



Display Symbols



Installation

1. Pull out the shell upwards and insert the battery.
2. Initialize, the mandrel retracts, then "in" is displayed on the screen.
3. When "in" stop blinking, install the M30 1.5 threaded TRV connection nut for the heater valve and tighten the nut.
4. Press the "Middle button", "LR" will flash and the device will start adjusting the valves. After a few seconds, the setup is complete when the initialised screen appears.

Technical specifications

Model:	ZTRV-S01
Power Supply:	2 x 1.5 V alkaline AA batteries (not included)
Protection Degree:	IP21
Operation Temperature:	-10~50°C
Connection:	M30 x 1.5mm
Linear Travel:	4.5MM
Dimensions(W x H x D):	53mmx96mmx53mm
Working Channel:	11 - 26@2.400-2.483GHz
Max. Transmit Power:	+10dBm

How to Reset/Repair ZigBee code

Rotate the button to the OF state under the manual mode, press and hold the top button until the WiFi indicator on the device flashes, then the device start the pairing mode.

Operating Modes: Tap "in" to select Operating Modes

1. Auto mode: Four time periods and setting temp. could be programmed per day, one week as a cycle based on customized needs.
2. Manual mode: The device will work according to current setting temp without controlled by the time period program.
3. OFF mode: The valve will be turned off to stop heating.
4. ON mode: The valve will be turned on in heating.
5. Holiday mode: Set a specific period of time to a constant temperature

Temperature control mode

Press the "Middle button" briefly to switch between automatic mode "Q" and manual mode "in".

Auto mode

When "in" is displayed on the screen, the unit is in auto mode. Four time periods and the temperature can be programmed per day, one week as a cycle, as required.

Manual mode

When you set the temperature in manual mode, the appliance is in manual mode. The appliance operates according to the current set temperature without being controlled by the time programme.

Temporary mode

When you set the temperature in Auto mode, the unit enters temporary mode and "in" appears on the screen. The unit is temporarily switched to manual mode without being controlled by the time programme. In the next time period it returns to auto mode.

Temperature control mode

Press the "Middle button" briefly to switch between automatic mode "Q" and manual mode "in".

Auto mode

When "in" is displayed on the screen, the unit is in auto mode. Four time periods and the temperature can be programmed per day, one week as a cycle, as required.

Manual mode

When you set the temperature in manual mode, the appliance is in manual mode. The appliance operates according to the current set temperature without being controlled by the time programme.

Temporary mode

When you set the temperature in Auto mode, the unit enters temporary mode and "in" appears on the screen. The unit is temporarily switched to manual mode without being controlled by the time programme. In the next time period it returns to auto mode.

Heating pause mode

ON: When the heating system stops working, the valve can be fully turned on by turning the knob clockwise to "ON" in manual mode. This will extend the life of the valve.

OF: In manual mode, turn the knob counter clockwise until "OF" displays.

Setting the temperature

Turn the "knob button" to adjust the temperature by 0.5 °C.

Open window function

Turn on the window opening detection. When the device detects that the ambient temperature drops by 6°C within 4 minutes, it will automatically stop heating and display "OP". If the room temperature rises by 3°C, which means the window is closed, the device will resume heating.

Anti-scale and Child lock function

Anti-scale:

The thermostat radiator valve will be fully turned on and run for 30 seconds every two weeks, during which time the screen will display "Rd". After the operation is completed, it will return to its original state.

Child lock function:

Press and hold the "Middle button" for 3 seconds, then the screen will show "Ld" and the child lock is activated; in lock mode, press and hold the "Middle button" for 3 seconds, the screen "Ld" disappears, the child lock function is deactivated.

Download the MOES APP

Download MOES App on App store or scan the QR code

MOES APP is upgraded as much more compatibility than Tuya Smart Life App. functional well for scene controlled by Siri, widget and scene recommendations as the fully new customized service. (Note: Tuya Smart Life App still works, but MOES App is highly recommended)

Registration or Log In.

Download "MOES" Application.
Enter the Register/Log in interface; tap "Register" to create an account by entering your phone number to get verification code and "Set password". Choose "Log in" if you already have a MOES account.

Steps for connecting the APP to the device

Ensure the device is within the effective signal coverage of your smart ZigBee gateway for successful connection into the ZigBee gateway in MOES APP.

Method One:

Scan the QR code to configure the network guide.

1. Make sure your MOES APP has successfully connected to a ZigBee gateway.

Method Two:

1. Make sure your MOES APP has successfully connected to a ZigBee gateway.

2. Enter the gateway. Please follow the picture below to finish as "Add subdevice" - LED already blink, and the connecting will take about 10-120 seconds to complete depending on your network condition.

Method Two:

1. Make sure your MOES APP has successfully connected to a ZigBee gateway.
2. Enter the gateway. Please follow the picture below to finish as "Add subdevice" - LED already blink, and the connecting will take about 10-120 seconds to complete depending on your network condition.

How to Reset/Repair ZigBee code

Rotate the button to the OF state under the manual mode, press and hold the top button until the WiFi indicator on the device flashes, then the device start the pairing mode.

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1. Auto mode: Four time periods and setting temp. could be programmed per day, one week as a cycle based on customized needs.
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4. ON mode: The valve will be turned on in heating.
5. Holiday mode: Set a specific period of time to a constant temperature

Weekly programming

1. Click "in" to enter the Weekly programming page.
2. Set four time periods and setting temperature based on customized needs.

Setting

Click "in" to enter the advanced setting page.

Battery capacity

Value open degree

Frost protection

Window check

Screen orientation

Set temperature ceiling

The lower limit of temperature

Temperature correction

ECO Temp

Statistics

Click "in" to enter the Temperature Statistics.

Temperature statistics

Time

Valve Open Degree

Error code

Error Code	Problem	Solution
in	Valve not detected	To check if the valve is installed
Battery low	Low battery	Replace batteries within 1 week

Control your home with your voice

Devices are compatible with Amazon Alexa and Google Home supported functionalities. Please see our step-by-step guide on: <https://www.moestech.com/blogs/news/smart-device-linked-voice-speaker>

Declaration of conformity

Hereby, WENZHOU NOVA NEW ENERGY CO., LTD declares that the radio equipment type ZTRV-S01 is in compliance with Directive 2014/53/EU, 2014/30/EU, 2011/65/EU.

WARRANTY INSTRUCTIONS

Dear Sir or Madam, thank you for purchasing the product. We hope you'll enjoy using it. The warranty for the products in the warranty card is hereby granted as follows.

1. Products are covered by a 24-month warranty, effective from the date of purchase of the covered product by a retail customer.
2. In order to exercise warranty rights, the purchaser must present: a) Warranty card, b) Proof of purchase (VAT invoice, financial receipt or other document confirming the actual date of purchase), unless the purchase date of the product comes from the warranty card.
3. If product quality problems occur within 24 months from the date of receipt, please prepare the product and packaging and go to the place or store where you purchased it to apply for after-sales maintenance. If the product is damaged due to other reasons, a certain maintenance fee will be charged.
4. We recommend that you properly protect the goods when delivering them to the guarantor - for this purpose, we recommend that you use the original packaging with padding to ensure safe transportation. If you choose to use replacement packaging, we recommend that you ensure that the product is adequately protected from damage during shipping. We recommend that you place an appropriate sticker on your packaging indicating the product's susceptibility to impact, such as "Warning Glass".
5. Reported defects covered by the warranty will be considered immediately and no later than 14 days from the date of delivery of the goods to the Guarantor.
6. After checking and determining the legality of the warranty claim, the Guarantor's services will repair the product within a reasonable time, not exceeding 30 days from the date of delivery of the goods to the Guarantor. However, if hard-to-find spare parts are required, this deadline may extend the time it takes to deliver the part from the manufacturer's factory.
7. The warranty does not include the performance of maintenance and similar operations specified in the user manual, and users are obliged to do it themselves.
8. If defects occur due to natural wear and tear during use, the warranty does not cover it.
9. The warranty does not cover:
 - a) Mechanical damage caused by the user's fault and product defects caused by such damage.
 - b) Damage caused by improper use of the product.
 - c) The rights under the guarantee will expire in the following circumstances:
 - a) Remove the warranty seal from the product.
10. The rights under the guarantee will expire in the following circumstances:
 - a) Remove the warranty seal from the product.

Recycling Information

All products marked with the symbol for separate collection of waste electrical and electronic equipment (WEEE Directive 2012/19 / EU) must be disposed of separately from unsorted municipal waste. To protect your health and the environment, this equipment must be disposed of at designated collection points for electrical and electronic equipment designated by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences for the environment and human health. To find out where these collection points are and how they work, contact the installer or your local authority.

Manufacturer:

WENZHOU NOVA NEW ENERGY CO., LTD
Address: Power Science and Technology Innovation Center, No.238, Wei 11 Road, Yueqing Economic Development Zone, Yueqing, Zhejiang, China
Tel: +86-577-57186815
After-sale Service: service@moeshouse.com

Gebrauchsanweisung (Deutsch)

WARNHINWEISE

Versuchen Sie nicht, das Produkt selbst zu zerlegen, wieder zusammenzubauen, zu modifizieren oder zu reparieren. Diese Arbeiten sollten von autorisiertem Fachpersonal durchgeführt werden.

Technische Daten

Modell:	ZTRV-S01
Stromversorgung:	2 x 1,5 V Alkaline AA-Batterien (nicht im Lieferumfang enthalten)
Schutzart:	IP21
Betriebstemperatur:	-10...50°C
Anschluss:	M30 x 1,5mm
Linearweg:	4,5MM
Abmessungen (B x H x T):	53mmx96mmx53mm
Arbeitskanal:	11 - 26@2.400-2.483GHz
Max. Sendeleistung:	+10dBm

Konformitätserklärung

Hiermit erklärt WENZHOU NOVA NEW ENERGY CO., LTD, dass das Funkgerät Typ ZTRV-S01 den Richtlinien 2014/53/EU, 2014/30/EU und 2011/65/EU entspricht.

Garantiehinweise

Sehr geehrte Damen und Herren, vielen Dank für den Kauf des Produkts. Wir hoffen, dass Sie es gerne verwenden. Die Garantie für die Produkte in der Garantiekarte wird wie folgt gewährt.

1. Für die Produkte gilt eine 24-monatige Garantie, gültig ab dem Kaufdatum des abgedeckten Produkts durch einen Einzelhandelskunden.
2. Um Garantierrechte geltend zu machen, muss der Käufer Folgendes vorlegen:
 - a) Garantiekarte,
 - b) Kaufbeleg (Mehrwertsteuerrechnung, Zahlungsbeleg oder anderes Dokument, das das tatsächliche Kaufdatum bestätigt), es sei denn, das Kaufdatum des Produkts geht aus der Garantiekarte hervor.
 3. Wenn innerhalb von 24 Monaten ab dem Erhalt Produktqualitätsprobleme auftreten, bereiten Sie das Produkt und die Verpackung vor und gehen Sie zu dem Ort oder Geschäft, in dem Sie es gekauft haben, um eine Wartung nach dem Verkauf zu beantragen. Wenn das Produkt aus persönlichen Gründen beschädigt wird, wird eine bestimmte Wartungsgebühr erhoben.
 4. Die Garantie deckt nicht ab:
 - a) Mechanische Schäden, die durch Fehler des Benutzers verursacht wurden, und Produktdefekte, die durch solche Schäden verursacht wurden.
 - b) Schäden, die durch unsachgemäßen Gebrauch des Produkts entstanden sind.

Manual de instrucciones (Español)

ADVERTENCIAS

No desmonte, vuelva a montar, modifique ni intente reparar este producto usted mismo. Este trabajo debe ser realizado por profesionales autorizados.

Especificaciones técnicas

Modelo:	ZTRV-S01
Fuente de alimentación:	2 pilas alcalinas AA de 1.5 V (no incluidas)
Grado de protección:	IP21
Temperatura de funcionamiento:	-10...50°C
Conexión:	M30 x 1,5mm
Desplazamiento lineal:	4,5MM
Dimensiones (An. x Al. x P.):	53mmx96mmx53mm
Canal de trabajo:	11 - 26@2.400-2.483GHz
Potencia máxima de transmisión:	+10dBm

Declaración de conformidad

Por la presente, WENZHOU NOVA NEW ENERGY CO., LTD, declara que el equipo de radio ZTRV-S01 cumple con las Directivas 2014/53/EU, 2014/30/EU y 2011/65/EU.

INSTRUCCIONES DE GARANTÍA

Estimado señor o señora, gracias por adquirir el producto. Esperamos que disfrute de su uso. La garantía de los productos incluidos en la tarjeta de garantía se otorga de la siguiente manera.

1. Los productos están cubiertos por una garantía de 24 meses, vigente a partir de la fecha de compra del producto cubierto por un cliente minorista.
2. Para ejercer los derechos de garantía, el comprador debe presentar: a) Tarjeta de garantía, b) Comprobante de compra (factura con IVA, recibo financiero u otro documento que confirme la fecha real de compra), a menos que la fecha de compra del producto provenga de la tarjeta de garantía.
3. Si se producen problemas de calidad del producto dentro de los 24 meses a partir de la fecha de recepción, prepare el producto y el embalaje y vaya al lugar o tienda donde lo compró para solicitar el mantenimiento posterior. Si el producto se daña debido a razones personales, se cobrará una determinada tarifa de mantenimiento.
4. La garantía no cubre:
 - a) Daños mecánicos causados por culpa del usuario y defectos del producto causados por dichos daños.
 - b) Daños causados por un uso indebido del producto.

Manuel d'instruction (Français)

AVERTISSEMENTS

Ne démontez, ne remonte, ne modifiez ni ne tentez de réparer ce produit vous-même. Ces travaux doivent être effectués par des professionnels agréés.

Spécifications techniques

Modèle:	ZTRV-S01
Alimentation:	2 piles alcalines AA de 1,5 V (non incluses)
Indice de protection :	IP21
Température de fonctionnement :	-10...50°C
Connexion :	M30 x 1,5mm
Déplacement linéaire :	4,5MM
Dimensions (L x H x P) :	53mmx96mmx53mm
Canal de travail :	11 - 26@2.400-2.483GHz
Puissance d'émission max. :	+10dBm

Declaración de conformidad

Par la présente, WENZHOU NOVA NEW ENERGY CO., LTD déclare que l'équipement radio de type ZTRV-S01 est conforme aux directives 2014/53/EU, 2014/30/EU, 2011/65/EU.

INSTRUCTIONS DE GARANTIE

Cher Monsieur ou Madame, merci d'avoir acheté ce produit. Nous espérons que vous apprécierez son utilisation. La garantie des produits figurant sur la carte de garantie est accordée comme suit.

1. Les produits sont couverts par un client de détail. La garantie pour les produits en la carte de garantie est accordée comme suit.
2. Afin d'exercer les droits de garantie, l'acheteur doit présenter: a) La carte de garantie, b) Une preuve d'achat (facture avec TVA, reçu financier ou autre document confirmant la date réelle d'achat), à moins que la date d'achat du produit ne soit indiquée sur la carte de garantie.
3. Si des problèmes de qualité du produit surviennent dans les 24 mois suivant la date de réception, veuillez préparer le produit et l'emballage et vous rendre à l'endroit où au magasin où vous l'avez acheté pour demander un service après-vente. Si le produit est endommagé pour des raisons personnelles, des frais de maintenance seront facturés.
4. La garantie ne couvre pas:
 - a) Les dommages mécaniques causés par la faute de l'utilisateur et les défauts du produit causés par de tels dommages.
 - b) Dommages causés par une mauvaise utilisation du produit.

Manuale di istruzioni (Italiano)

AVVERTENZE

Non smontare, rimontare, modificare o tentare di riparare questo prodotto da soli. Questo lavoro deve essere eseguito da professionisti autorizzati.

Specifiche tecniche

Modello:	ZTRV-S01
Alimentazione:	2 x 1,5 V alcaline AA batterie (non incluse)
Grado di protezione:	IP21
Temperatura di funzionamento:	-10...50°C
Connessione:	M30 x 1,5mm
Corsa lineare:	4,5MM
Dimensioni (L x A x P):	53mmx96mmx53mm
Canale di lavoro:	11 - 26@2.400-2.483GHz
Potenza di trasmissione massima:	+10dBm

Dichiarazione di conformità

Con la presente, WENZHOU NOVA NEW ENERGY CO., LTD dichiara che l'apparecchiatura radio tipo ZTRV-S01 è conforme alle direttive 2014/53/EU, 2014/30/EU e 2011/65/EU.

ISTRUZIONI DI GARANZIA

Gentile signora o signora, grazie per aver acquistato il prodotto. Ci auguriamo che lo piaccia usarlo. La garanzia per i prodotti nella scheda di garanzia è concessa come segue.

1. I prodotti sono coperti da una garanzia di 24 mesi, valida dalla data di acquisto del prodotto coperto da parte di un cliente al dettaglio.
2. Per esercitare i diritti di garanzia, l'acquirente deve presentare: a) Scheda di garanzia, b) Prova di acquisto (fattura IVA, ricevuta finanziaria o altro documento che confermi la data effettiva di acquisto), a meno che la data di acquisto del prodotto non risulti dalla scheda di garanzia.
3. Se si verificano problemi di qualità del prodotto entro 24 mesi dalla data di ricezione, preparare il prodotto e l'imballaggio e recarsi presso il luogo o il negozio in cui è stato acquistato per richiedere la manutenzione post-vendita. Se il prodotto è danneggiato per motivi personali, verrà addebitata una determinata commissione di manutenzione.
4. La garanzia non copre:
 - a) Danni meccanici causati da colpa dell'utente e difetti del prodotto causati da tali danni.
 - b) Danni causati da un uso improprio del prodotto.

Instruções de utilização (Português)

AVISOS

Não desmonte, remonte, modifique ou tente consertar este produto por conta própria. Este trabalho deve ser realizado por profissionais autorizados.

Especificações técnicas

Modelo:	ZTRV-S01
Fonte de alimentação:	2 pilhas alcalinas AA de 1,5 V (não incluídas)
Grau de proteção:	IP21
Temperatura de operação:	-10...50°C
Conexão:	M30 x 1,5mm
Deslocamento linear:	4,5MM
Dimensões (L x A x P):	53mmx96mmx53mm
Canal de operação:	11 - 26@2.400-2.483GHz
Potência máxima de transmissão:	+10dBm

Declaração de conformidade

Por meio deste, a WENZHOU NOVA NEW ENERGY CO., LTD declara que o equipamento de rádio tipo ZTRV-S01 está em conformidade com as Diretivas 2014/53/EU, 2014/30/EU e 2011/65/EU.

INSTRUÇÕES DE GARANTIA

Estimado senhor ou senhora, obrigado por ter adquirido o produto. Esperamos que goste de usá-lo. A garantia para os produtos constantes do cartão de garantia é concedida da seguinte forma.

1. Os produtos estão cobertos por uma garantia de 24 meses, em vigor a partir da data de compra do produto coberto por um cliente retalhista.
2. Para exercer o direito de garantia, o comprador deve apresentar: a) Cartão de garantia, b) Comprovativo de compra (fatura com IVA, recibo financeiro ou outro documento que comprove a efetiva data da compra), a menos que a data de compra do produto seja proveniente da data de recepção.
3. Se ocorrerem problemas de qualidade do produto no prazo de 24 meses a contar da data de receção, prepare o produto e a embalagem e dirija-se ao local ou loja onde o adquiriu para solicitar a manutenção pós-venda. Se o produto for danificado por motivos pessoais, ser-lhe-á cobrada uma determinada taxa de manutenção.
4. A garantia não cobre:
 - a) Danos mecânicos causados por culpa do utilizador e defeitos do produto causados por tais danos.
 - b) Danos causados pelo uso indevido do produto.

Руководство по эксплуатации (Русский язык)

ПРЕДУПРЕЖДЕНИЯ

Не разбирайте, не собирайте, не модифицируйте и не пытайтесь ремонтировать данное изделие самостоятельно. Эти работы должны выполняться авторизованными специалистами.

Технические характеристики

Модель:	ZTRV-S01
Источник питания:	2 щелочные батарейки типа AA напряжением 1,5 В (не входят в комплект)
Степень защиты:	IP21
Рабочая температура:	-10...50°C
Подключение:	M30 x 1,5mm
Линейное перемещение:	4,5MM
Размеры (Ш x В x Г):	53mmx96mmx53mm
Рабочий канал:	11 - 26@2.400-2.483GHz
Макс. мощность передачи:	+10dBm

Декларация о соответствии

Настоящим компания WENZHOU NOVA NEW ENERGY CO., LTD заявляет, что радиоприборного типа ZTRV-S01 соответствует Директивам 2014/53/EU, 2014/30/EU, 2011/65/EU.

Garantijniveaus

Uw verzekerde wordt beschermd door de garantie van 24 maanden, die geldt voor de producten die zijn afgedekt door de garantiekaart.

Garantievoorwaarden

1. De producten worden beschermd door een garantie van 24 maanden, die geldt vanaf de aankoopdatum van het afgedekte product door een particuliere afnemer.
2. Om de rechten van de garantie te kunnen uitoefenen, moet de koper de volgende documenten overleggen: a) Garantiekaart, b) Koopbewijs (factuur met btw, betaalbewijs of ander document dat de werkelijke aankoopdatum bevestigt), tenzij de aankoopdatum van het product uit de garantiekaart blijkt.
3. Indien binnen de 24 maanden na de aankoop kwaliteitsproblemen aan het product optreden, moet de gebruiker het product en de verpakking voorleggen en naar de winkel of het bedrijf waar het product is aangekocht gaan om onderhoud te vragen. Indien het product uit persoonlijke redenen beschadigd wordt, wordt een bepaalde reparatiekosten in rekening gebracht.
4. De garantie dekt niet:
 - a) Mechanische schade die voortvloeit uit het gebruik van het product en schade die voortvloeit uit het gebruik van het product.
 - b) Schade die voortvloeit uit het gebruik van het product.

Instrukcja obsługi (Polski)

OSTRZEŻENIA

Nie rozmontowuj, nie montuj ponownie, nie modyfikuj ani nie próbuj naprawiać tego produktu samodzielnie. Prace te powinny być wykonywane przez autoryzowanych specjalistów.

Dane techniczne

Model:	ZTRV-S01
Zasilanie:	2 baterie alkaliczne AA 1,5 V (brak w zestawie)
Stopień ochrony:	IP21
Temperatura pracy:	-10...50°C
Połączenie:	M30 x 1,5mm
Przesuw liniowy:	4,5MM
Wymiary (szer. x wys. x gł.):	53mmx96mmx53mm
Kanał roboczy:	11 - 26@2.400-2.483GHz
Maksymalna moc nadawcza:	+10dBm

Deklaracja zgodności

Niniejszym firma WENZHOU NOVA NEW ENERGY CO., LTD oświadcza, że typ urządzenia radiowego ZTRV-S01 jest zgodny z dyrektywami 2014/53/EU, 2014/30/EU, 2011/65/EU. Pełny tekst deklaracji zgodności UE jest dostępny pod następującym adresem internetowym: <https://www.moestech.com/blogs/news/ztrv-s01>

INSTRUKCJE GWARANCYJNE

Szanowni Państwo, dziękujemy za zakup produktu. Mamy nadzieję, że korzystanie z niego będzie dla Państwa przyjemne i trwałe. Gwarancja na produkty w kartce gwarancyjnej zostaje niniejszym udzielona w następujący sposób.

1. Produkty objęte są 24-miesięczną gwarancją, obowiązującą od daty zakupu objętego nią produktu przez klienta detalicznego.
2. Aby skorzystać z praw gwarancyjnych, nabywca musi przedstawić: a) Kartę gwarancyjną, b) Dowód zakupu (fakturę VAT, paragon lub inny dokument potwierdzający faktyczną datę zakupu), chyba że data zakupu produktu pochodzi z karty gwarancyjnej.
3. Je li w ciągu 24 miesięcy od daty otrzymania wystąpią problemy z jakością produktu, prosimy przygotować produkt i opakowanie oraz udać się do miejsca lub sklepu, w którym go kupiłeś, aby zgłosić się po konserwację posrodzawca. Je li produkt zostanie uszkodzony z przyczyn osobistych, zostanie naliczona pewna opłata za konserwację.
4. Gwarancja nie obejmuje:
 - a) uszkodzeń mechanicznych powstałych z winy użytkownika oraz wad produktu powstałych w wyniku takich uszkodzeń,
 - b) uszkodzeń powstałych w wyniku niewłaściwego użytkowania produktu.