



## **GENERAL WARRANTY TERMS**

**15/12/2023**

## 1 GENERAL WARRANTY TERMS

### 1.1 Scope of application and the provider of the warranty

The warranty applies to water metering systems supplied by VertoNordic Oy for the purposes of water metering.

### 1.2 Validity of the warranty

The warranty is valid from the date of delivery as follows:

- 60 months for the components of water metering systems.
- The warranty applies to water metering systems used in Finland.
- A change of ownership does not affect the warranty, provided that the product is transferred to a new owner for use in Finland.
- Repaired or replacement products are not granted an extended or new warranty period.

### 1.3 Scope of the warranty

VertoNordic Oy shall guarantee that the product's fitness for use and quality remain normal throughout the warranty period. However, VertoNordic Oy shall not be responsible for a product defect if it is of the view that the degradation in the quality of the product or the deviation from normal fitness for use is likely to be caused by

- Negligent or incorrect installation (e.g. wrong installation environment).
- Exceeding the allowed maximum pressure (hydraulic shocks).
- Consequences of consumption that deviates from normal consumption.
- System faults and malfunctions caused by external factors (e.g. a flow sensor becoming stuck as a result of possible accumulation of dirt or own actions that cause the system to lose its functionality or stop working altogether).
- Repairs carried out by other parties than an installation company approved by VertoNordic Oy.
- Poor water quality, meaning that the water does not comply with the recommended reference values outlined in report KK3/1988 published by Energiateollisuus Ry or the requirements for the values of tap water outlined in decisions 953/1994 and 74/1994 of the Ministry of Social Affairs and Health (e.g. hardness or aggressiveness of the water, etc.).
- Possible changes in the mobile network, such as the shutting down of telecommunications networks or coverage issues that are caused by changes made by 3rd parties (network changes by telecommunications providers, etc.).

VertoNordic Oy shall not cover indirect costs arising from possible damage.

### 1.4 Defect report

The Purchaser must report any defect to VertoNordic Oy within 14 days from the date when the Purchaser noticed or should have noticed the defect.

### 1.5 Correction of the defect

When a defect is covered by the warranty outlined in these terms, VertoNordic Oy has an obligation to correct the defect or to supply a faultless product within a reasonable time following receipt of the defect report.

### 1.6 Buyer's rights after the warranty period has expired

The warranty does not limit the rights that the buyer has based on a defect according to Chapter 5 of the Consumer Protection Act.

### 1.7 Dispute resolution

The Purchaser has a right to take a dispute regarding the warranty terms to the Consumer Dispute Board. If a dispute based on the warranty is taken to court, it shall be heard in the district court of the Purchaser's home town.



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