

SERVICE INFORMATION

KIND OF PRODUCT	CONSUMABLE PART	EXCHANGE	CLEANING	THE ENTITLED ENTITY
OXYGEN CONCENTRATOR	MOLECULAR SIEVE	EVERY 8000 HOURS OF WORK (AS INDICATED BY COUNTER) OR EVEN 16 MONTHS	PROHIBITED	SERVICE, REPRESENTATIVE OF THE POINT SALE, USER
	1st DEGREE FILTER	EVERY 3 MONTHS OR MORE DEPENDING ON THE DEGREE OF DIRTINESS	EVERY 2 WEEKS	
	2nd DEGREE FILTER	EVERY 6 MONTHS OR MORE DEPENDING ON THE DEGREE OF DIRTINESS	PROHIBITED	
AIR CLEANER	PRE-FILTER	EVERY 5 MONTHS OR MORE DEPENDING ON THE DEGREE OF DIRTINESS	EVERY 4 WEEKS	SERVICE, REPRESENTATIVE OF THE POINT SALE, USER
	CARBON FILTER	EXCHANGE OF VISUAL SIGNALING OF DEVICE (CONSUMPTION DIODE)	NOT APPLICABLE	
	HEPA FILTER		NOT APPLICABLE	
	PHOTOCATALYTIC FILTER		NOT APPLICABLE	
	UV LAMP		EVERY 3 MONTHS	
AIR-QUALITY SENSOR	EVERY 5 MONTHS	NOT APPLICABLE		
ELECTRICAL SUCTION PUMP	FILTER	EVERY 3 MONTHS	NOT RECOMMENDED	
INHALER	FILTER	EVERY 3 MONTHS	NOT RECOMMENDED	
AUTO CPAP /CPAP	FILTER	EVERY 3 MONTHS	NOT RECOMMENDED	



TIMAGO SHALL NOT BE RESPONSIBLE FOR SERVICE PERFORMED BY ANY OTHER PARTY OR USING NON-ORIGINAL PARTS NOT SOURCED FROM THE MANUFACTURER.

Performance of service activities by Timago requires a service order. The purchase of consumable parts, as well as the execution of the order is subject to the fee specified in the currently valid price list.

Timago issues an invoice for the purchase of parts and service activities. Receipt of the product and transfer to the Service is carried out in accordance with the complaint procedure, regardless of the type of order.

GUARANTOR

Timago International Group
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SERVICE

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T.: +48 600 669 007

WARRANTY CARD

TIMAGO.COM



COMPLAINTS PROCEDURE

1. The products must be claimed in person at the point of sale, providing the claimed product, proof of purchase and the warranty card.

2. A representative of the point of sale contacts Timago by phone or e-mail to register the service order. Timago may require photo documentation of the revealed defect before collecting the claimed product.

3. Collection of the claimed product is carried out by a forwarding company representing Timago, at a date agreed with a representative of the point of sale. The returned product must be sent back in an unsoiled condition and protected with a suitable protective packaging (original or replacement).

4. A decision regarding repair or replacement of the claimed product shall be made within 14 working days from the date of delivery of the product to the Service. In special cases, the deadline may be extended.

WARRANTY CONDITIONS

1. The product quality warranty is granted for a period of 24 months.

2. The warranty period is calculated from the date of sale/purchase of the product at the point.

3. The warranty entitlement is ensured by the original purchase receipt and a duly completed warranty table included in the warranty card.

4. Product defects discovered within the warranty period will be rectified free of charge if they were present in the product at the time of sale/purchase.

5. The complaint should be reported to the point of sale immediately after the defect becomes apparent. The product should not be used during this time.

6. The representative of the point of sale should notify Timago about the complaint: by phone or e-mail, stating the type of defects found and the circumstances in which they became apparent. Before collecting the claimed product, Timago may require photo documentation of the revealed defect.

7. Notifications made incorrectly exclude Timago's liability.

8. Incorrect notifications concern:

- no warranty card
- lack of original proof of sale/purchase
- incorrectly filled in warranty table
- inadequate determination of the nature of the defect or the circumstances in which it arose;
- failure to provide photo documentation - if required;
- inadequate protection of the product for collection by Timago;
- failure of the delivered product to meet basic hygiene requirements

- sending the product to the wrong address or without consulting Timago

- failure to follow the complaints procedure

10. In the event of an incorrect or unjustified complaint, Timago may charge the point of sale for the transport costs.

11. The quality warranty does not cover:

- components of the product that are subject to wear and tear in the course of normal use (e.g. abrasion, stretch and fabric wear);
- plastic, rubber and abrasiave components

12. The warranty does not cover defects caused as a result of:

- use of the product in a manner inconsistent with its intended use (e.g. improper folding, unfolding, fitting);
- inadequate maintenance of the product (e.g. inadequate cleaning, lack of lubrication of rolling and slinging parts);
- inappropriate storage of the product (e.g. in unsuitable atmospheric conditions such as humidity, negative air temperature, excessive sunlight);
- the occurrence of external causes that are not causally product (e.g. mechanical damage);

- negligence during product usage (e.g. non-compliance of safety rules, use not in accordance with instructions);

- repairs modifications, alterations or structural changes made independently;

- mechanical damage

13. The appendix to these terms and conditions is the currently valid "General Terms and Conditions of Warranty and Post-Warranty Service" available at Timago and on the website timago.com under "Service".

WARRANTY TABLE

DATE OF SALE / PURCHASE	STAMP OF THE POINT OF SALE
PRODUCT CATALOGUE NUMBER	

The warranty table should be completely filled in. The warranty chart and proof of purchase must be retained for claim purposes.



SERVICE TABLE

DATE OF EXECUTION	SERVICE STAMP
SERVICE PROTOCOL NUMBER	

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NOTES