

# SOLZAIMA

SOLUÇÕES DE AQUECIMENTO A BIOMASSA

## Wi-Fi Connection Module

### Instruction Manual



Read these instructions carefully before installing, using and servicing the unit. The instruction manual is an integral part of the product.

Mod.1078-A

Thank you for purchasing a SOLZAIMA appliance.

Please read this manual carefully and keep it for future reference.

\* All our products fulfil the requirements of the Construction Products Directive (Reg. UE nº 305/2011) and have been approved with the CE conformity mark;

\* The Pellet Burning Free Standing Fires are designed according to EN 14785:2008 Standards;

\* SOLZAIMA disclaims any responsibility for damages to the unit if installed by nonqualified personnel;

\* SOLZAIMA is not responsible for any damage to units not installed and used in compliance to the instructions included in this manual;

\* All local regulations, including but not limited to national and European standards, must be observed when installing, operating and servicing the unit;

\* Whenever you need assistance, you should contact the supplier or installer of your equipment. You should provide the serial number of your stove that is located on the nameplate on the back of the equipment and on the sticker s glued to the plastic cover of this manual;

\* Technical assistance should be carried out by your installer or supplier, except in special cases after evaluation by the installer or technician, who will contact SOLZAIMA if necessary.

**Contacts for technical support:**

[www.solzaima.pt](http://www.solzaima.pt)


[apoio.cliente@solzaima.pt](mailto:apoio.cliente@solzaima.pt)

Adress: Rua da Cova da Areia, E.M. 605, 695;

3750-071 Aguada de Cima

Águeda Portugal

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## **Solzaima**

Solzaima's vision has always been clean, renewable and more economical energy. For this reason, we have been manufacturing biomass heating equipment and solutions for more than 45 years.

Fruit of the persistence and the unconditional support of its network of partners, Solzaima is today leader in the production of biomass heating, whose best examples are the recuperators of central heating to water and its range of salamanders to pellets.

We annually equip more than 20.000 homes with biomass heating solutions. It signals that consumers are aware of the most environmentally friendly and economical solutions.

Solzaima has ISO9001: 2015 Quality Certification and ISO14001: 2015 Environmental Certification.

## 1. Installation requirements



**THE WI-FI MODULE SHOULD ONLY BE INSTALLED BY PROPERLY TRAINED PERSONS.**

The Wi-Fi connection module needs it:

- 1.1. Closed connection (with password - knowledge of it required during installation) of Internet with Good signal and designation without spaces with Wpa & Wpa2 Personal Authentication type.
- 1.2. Internet router compatible with 2.4 GHz communication speed, protocol b, g or n.
- 1.3. Google Play Store account, for Android system, or Apple Store for IOS system for 4HEAT application download.



- 1.4. Smartphone with Wi-Fi internet connection.

### 1.5. Available equipment for Wi-Fi connection - Columbus Electronics

Solzaima	
Models with Columbus Electronics	Equipment Serial Number
K100	≥ 01-20-10829
K200	≥ 01-20-00707
K300	≥ 01-20-00450
K400	≥ 01-20-01997
K500	≥ 01-20-00771
K600	≥ 01-20-00614
Nevada	≥ 01-20-01348
Everest	≥ 01-20-00846
Everest Round	≥ 01-20-00438
Hidro 12	≥ 01-21-00193
Hidro 17	≥ 01-21-00243
Hidro 23	≥ 01-21-00291
Atlantic	≥ 01-28-00355
Fire	≥ 01-27-00405
Earth	≥ 01-27-01549
Wind	≥ 01-27-00757
C12 Eco	≥ 01-24-00048
C18 Eco	≥ 01-24-00127
C24 Eco	≥ 01-24-00169
SZM A 18	≥ 01-25-01129
SZM A 24	≥ 01-25-01485
SZM A 30	≥ 01-25-00747

**Table 1 - Serial No. of equipment available for Wi-Fi**

## 2. Package contents

The kit package (PA1090G029) has the following contents (Figure 1):

- Wi-Fi Connection Module;
- Wi-Fi Module Interface;
- Connection cable;
- Instructions Manual Brochure;
- 2 Cables RS232.



**Figure 1 - Wi-Fi Kit**

## 3. Safety warnings

- The Wi-Fi connection module is an electronic component and should always be handled after reading this manual in its entirety;
- The Wi-Fi connection module should not be used by children or people with reduced physical, sensory or mental abilities, or lack of experience and knowledge, unless they have supervision or instruction.

4. Technical specifications

Communication ports	Communication port RS232 - RS485
Power Supply	5V
Temperature range	-20°C - 60° C
Fixing	Self-tapping screws 3,5 mm

Table 2 - Technical Features

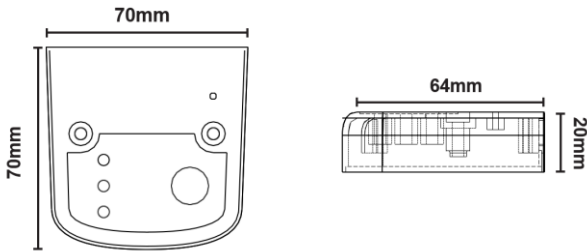


Figure 2 - Wi-Fi Module

5. Wi-Fi module installation

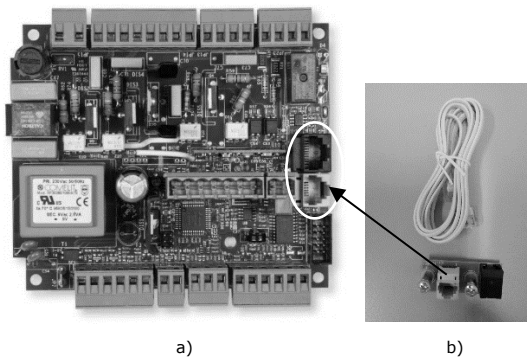
Before starting the installation, perform the following actions:

- Check immediately upon receipt that the product delivered is complete and in good condition. Any defects should be noted before installing the device;
- Disconnect the machine from the power supply at the main switch of the equipment;
- Remove the right side cover from the equipment.



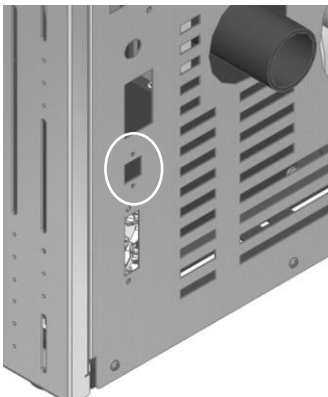
## 5.1 Wi-Fi module installation on equipment without interface in the equipment

- **MB100 Board (stoves):** connect the interface to the electronic board at the RS232 input with the cable supplied in the kit (Figure 3).



**Figure 3 - Wi-Fi kit installation**

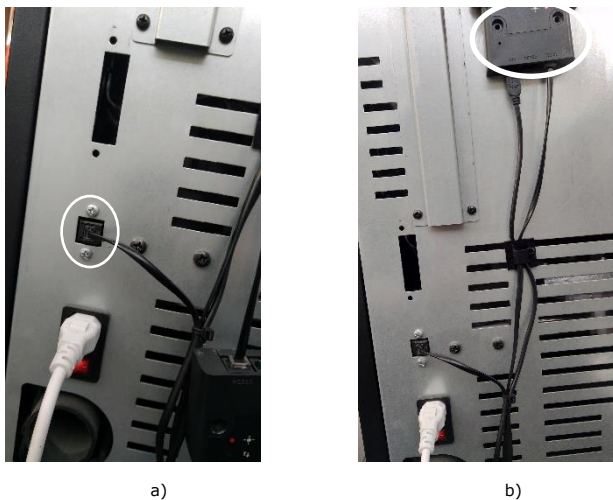
- Attach the Wi-Fi module interface to the slotted hole using the two screws (Figure 4).



**Figure 4 - Wi-Fi kit installation**

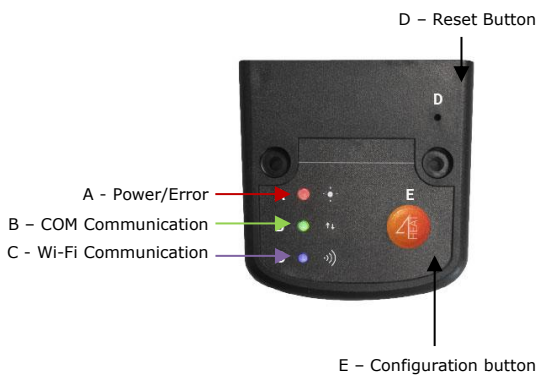
## 5.1 Wi-Fi module installation on equipment with interface in the equipment

Ligue o cabo na parte traseira do equipamento na entrada RS232 do módulo Wi-Fi, fixe-o na grelha traseira como se exemplifica na **Error! Reference source not found.**.



**Figure 5 - Wi-Fi kit installation**

## 5.2 Buttons and Leds



**Figure 6 - Wi-Fi Module**

- Connect the 4HEATModule to the power supply: the LED (A) must be on and not flashing;
- Connect the Module to the interface installed on the rear grille of the equipment using the cable supplied in the kit: the LED (B) must be on and not flashing, in case of flashing there may be problems communicating with the control board, make sure that the heating system is connected to the mains power supply;
- Wi-Fi communication: with LED (C) solid the connection with the APP 4HEAT has been successful and the device is communicating correctly;
- Hardware reset button (D): press in case of persistent product malfunction.

<b>Power</b>	Flashing	Error
	Solid	Ok
<b>COM</b>	Flashing	Not communicating with the control board
	Solid	Communication present
<b>Wi-Fi</b>	Flashing	Wi-Fi is not configured
	Solid	Wi-Fi connected
<b>POWER/Wi-Fi</b>	Flashing	Configuration phase

**Note:** If the device is offline during normal operation, press the 4HEAT button for 3 seconds. During configuration and operation, the LEDs can change from solid to flashing light.

### 5.3 Wi-Fi module installation

- Access the Play Store or Apple Store and download and install the 4HEAT application.
- When starting the application, you must choose the language. Then you must create an account with an email address and a password of your choice.



Adicionar novo disposit...

Conta Pessoal

Endereço de e-mail

Password

Configuração Saltar Login

Esqueceu a password?

☐ Eu aceito a **POLÍTICA DE PRIVACIDADE** do 4HEAT

- After creating the login choose between "ADD 4HEAT" and "MEET DEVICE". If the 4HEAT Module is switched on for the first time, you must select, "ADD 4HEAT".



Adicionar novo dispositivo

Adicionar novo dispositivo

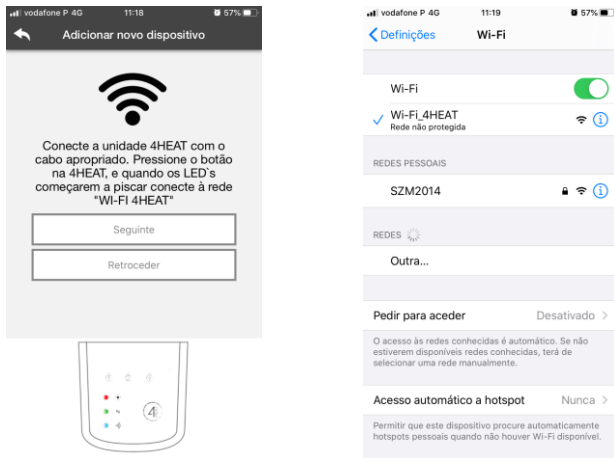
Escolha adicionar 4HEAT para configurar o novo dispositivo na rede, ou encontre o dispositivo a adicionar num dispositivo já configurado

ADICIONE 4HEAT

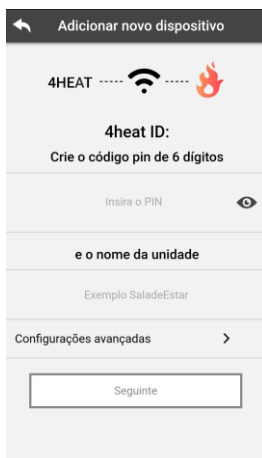
ENCONTRE DISPOSITIVO

- Press the 4HEAT button, and when the LEDs start flashing connect to the "Wi-Fi 4HEAT" network. The 4HEAT Module creates a temporary Wi-Fi to connect to the smartphone.

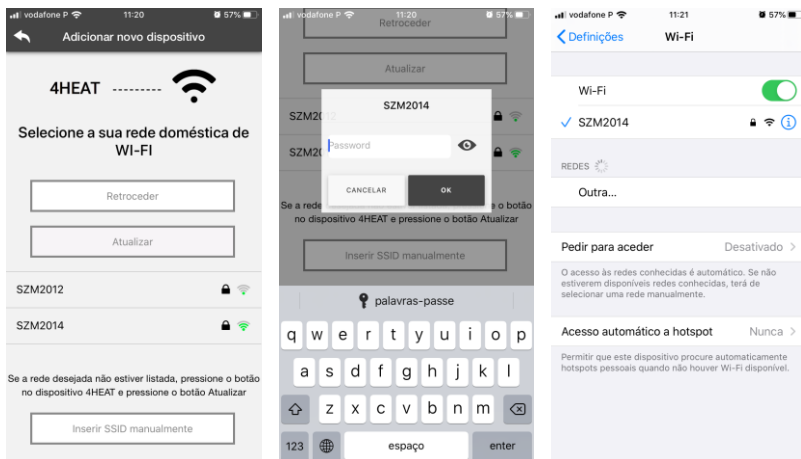
This connects the module to the application and the associated account.



- Enter a name for the device and enter a PIN of your choice. Each device has its own name and PIN.

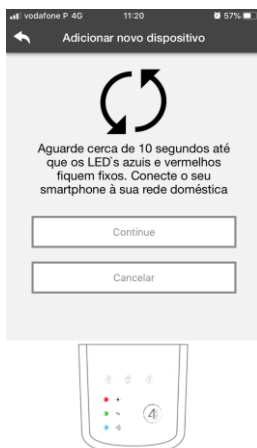


- Once the application and Module are connected, it is necessary to choose the home Wi-Fi to which the device should connect.



**NOTE:** If the configuration procedure is not successful, the module can be reconfigured by pressing the 4HEAT button for 8 seconds.

- Wait about 10 seconds until the blue and red leds are fixed. Connect your smartphone to your home network.



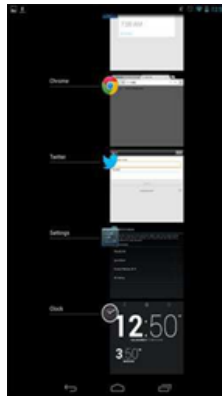
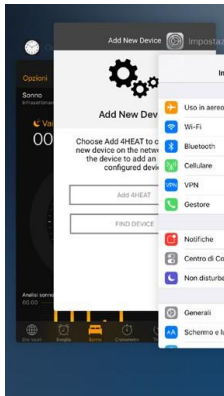
- After completing the device installation procedure, it is recommended to restart the application. Close the application between the open windows in the background.

On Apple devices:

- Press the Home key twice.
- Move up the 4HEAT application preview to close it.

On Android devices:

- Press the lower right key for virtual key devices or the lower left key for physical key devices.
- Move the 4HEAT application to the left to close it.



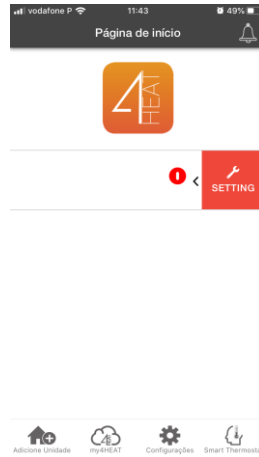
- In the "FIND DEVICE" section, it is possible to connect to the 4HEAT Module by entering the PIN code, only if the 4HEATModule is connected to the same Wi-Fi as the smartphone. It is also possible to connect remotely (using the data connection of your smartphone) by entering the access credentials of the already configured 4HEAT Module device.



## 6. App Features






### 6.1. Home page

- The Home Page shows the list of connected devices and the temperature and status of each. It may be necessary to update the application before proceeding.



- The associated 4HEAT devices appear on the Home Page with their identification name.

In the following manner:

-  Operating status OFF
-  Operating status BLOCK
-  Operating status ON
-  Device not connected
-  Updating required


- On the Home Page there are also 4 icons in the bottom area, these are them:

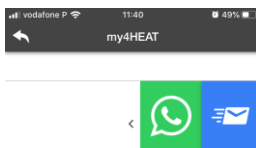


This menu is used you to configure another 4HEAT Module device.





In my4HEAT is shown the device credentials associated with your app. Using the button , it is possible to send, via e-mail and messaging services, the data to the 4HEAT applications of other users, in order to share the Heating System management.



Settings

**Account Management:** menu that allows you to create a new account or log in / out;

**Restore App:** allows you to reset the app to the default conditions;

**Re-enableTutorial:** allows you to re-enable the app tutorial tutorial;

**Notifications Management:** allows you to enable notifications of the heating system status;

**Change Language:** allows you to set the app language;

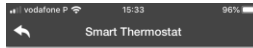
**Info App:** allows you to view information about the version of the installed app on your smartphone;

**Download Instruction:** allows you to download the user manual of the app. Press the save icon to store the manual in the internal memory of the smartphone.

**Help Center:** provides access to technical manuals.



Smart Thermostat It allows you to connect to the following smart thermostats installed in your home by entering the credentials of registered accounts during the configuration of the same.



## 6.2. Setting

- Access the settings menu of the 4HEAT module by sliding the device to the left.



Access to the settings of the associated 4HEAT device.






- **Device Name:** use to change the name of the current device;
- **Icon:** change the unit display icon on the home page;
- **Remote Assistance Activation:** the user enables the possibility to receive remote technical assistance;


- **Widget:** allows you to select the Widgets that appear on the main device management screen;
- **Settings menu:** allows you to customize the display of menu functions. Some features may not be available due to the configuration of the heating system;
- **Settings Info:** allows you to customize the display of the system values of the info menu.
- **Remove Device:** allows to delete the currently selected device;
- **Info:** technical information concerning the product code of the control board and the firmware version of the Module.

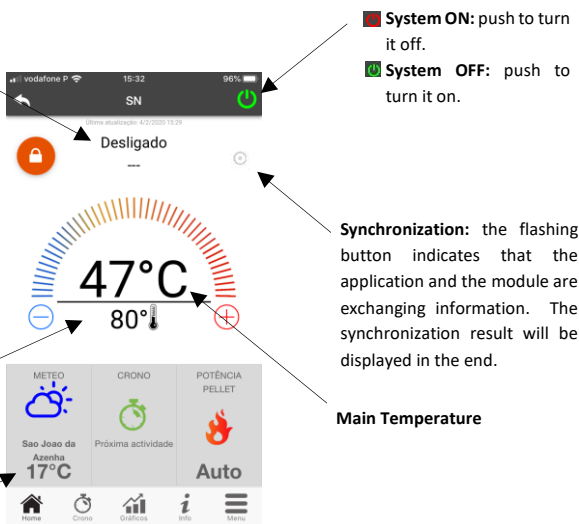
### 6.3. Device management

- When selecting one of the active devices, a new menu can be consulted.

**Operation Status:** shows the state in which the system is functioning and any errors.

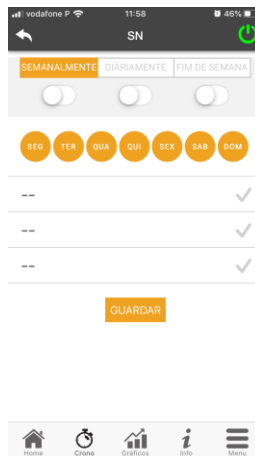
**Main Thermostat:** display the system thermostat. By keeping the key  pressed you enable the thermostat changes. Use the  and  or scroll through the colour band to change the temperature.

**Widget:** displays information related to the system. You can decide which widget to show on the home page through the menu .



## 6.4. Chrono

- Pode escolher três tipos de programação: Entering the **CHRONO** modality you can set 3 different time slots for switching the heating system on and off. You can choose three types of programming:
  - Weekly: Setting from Monday to Sunday;
  - Daily: Setting up every single day;
  - Weekend: Setting during the weekend (Saturday and Sunday) or during the weekdays (from Monday to Friday).

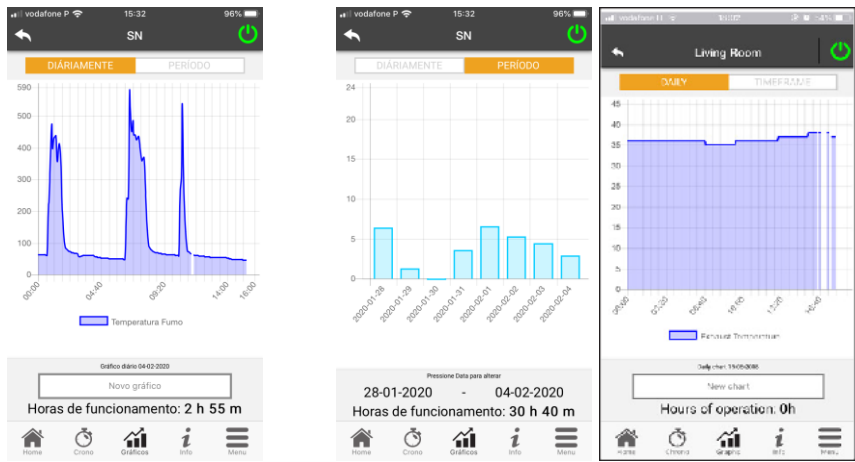


- Each time this function is updated, press the Save button that appears at the bottom of the screen.
- To reset the time slot use the basket that appears with the slide-touch to the right of the time slot.

## 6.5. Graph view

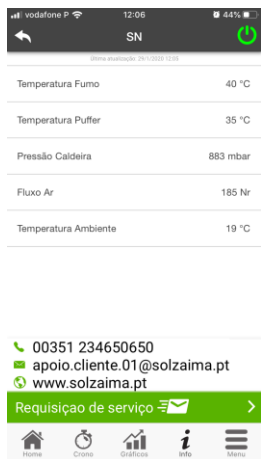
- This section shows the graphs of the values logged on the server by the 4HEATModule. Two types of views are available:
  - **Daily:** the displayed values are represented during the daily of operation of the heating system. You can view the graphs of two time slots: 00:00/12:00 or 12:00/00:00;
  - You can also choose to display the operating status of the heating system (ex. Off / Normal / Block etc.). The recorded data is saved for a week.

- Period:** it is a graphical representation of the system's operating hours based on a week. The recorded data is saved for a year.



### 6.6. Information Page

- This page displays all the quantities registered by the control board. The quantities to be displayed can be set through the Setting Menu of the selected 4HEAT Module.



**NOTA:** You can also view the service provider's reference data and send any support requests via email. If the App is customized for a specific customer, any identification data can be introduced.

## 6.7. Menu

- On the Menu Page, you can access:
  - Power management:** in this menu it is possible to modify the combustion power and / or the heating power;
  - Thermostat management:** allows you to change the main thermostat and other thermostats if required by the heating system functions.
  - List of last errors:** record the last equipment errors.



## 7. List of Alarms / Failures / Recommendations

Alarm	Cause and Resolution
<b>Weak and inconstant connection</b>	Reinforce the signal next to the equipment, the signal should be at least Good.
<b>Communication not possible</b>	Check if the home network is with simple designation without spaces DNS verification pointing to Google. Check type of speed protocol allowed by Router. Equipment not connected to electrical power.
<b>Module cannot synchronize</b>	Exit the application. Clean the application cache. Go back in.

**Table 3 - List of alarms**

## **8. End of life of the component**

Approximately 90% of the materials used to manufacture these units are recyclable, contributing towards a reduced environmental impact and a more sustainable planet.

End-of-life units should be processed by licensed waste operators. We recommend contacting your local council to ensure the unit is collected and handled pursuant to any legal requirements.

## **9. Warranty**

### **9.1. Model-specific conditions**

The installation, configuration, or maintenance service of the Wi-Fi Module is not included in the supply. The installation, configuration, or maintenance of the same, developed by Solzaima follows the price list of Technical Assistance.

### **9.2. General warranty conditions**

#### **1. Social name and address of the producer and Object**

Solzaima

Rua dos Outarelos, 111

3750-362 Belazaima do Chão

This document does not substantiate the provision by Solzaima of a voluntary warranty on its produced and marketed products (from now on mentioned as "Product (s)"), but rather a guide, intended to be enlightening for the effective activation of the legal warranty that benefits consumers (from now on mentioned as "Warranty"). This document does not affect the legal rights of warranty, emerging from the purchase agreement whose purpose is the Product(s).

#### **2. Product identification on which rests the warranty**

The activation of the warranty presupposes prior and correct identification of the product object towards Solzaima, being promoted by providing the Product 's packing data indicated in the purchase invoice or in the product characteristics plate (model and serial number).

### **3. Product warranty terms**

3.1 Solzaima, responds to the Buyer, for the lack of conformity of the Product with the respective contract of sale, within the following periods:

3.1.1 A period of 24 months from the date of delivery of the good, in the case of domestic use of the product, save the provisions of the following number regarding the intensive use;

3.1.2 A term of 6 months from the date of delivery of the goods, in the case of professional, or industrial, or intensive use of the products – Solzaima means by professional, industrial or intensive use of all products installed in industrial spaces, commercial, or whose use exceeds 1500 hours per calendar year;

3.2 A functional test of the product must be performed before finishing the installation (plaster, masonry, coatings, paintings, among others);

3.3 No equipment can be replaced after the 1st Burn without the express authorization of the producer;

3.4 Any product must be repaired on the site of installation without causing serious inconvenience to the parties, save, if this proves impossible, or disproportionate;

3.5 In order to exercise its rights, and provided that the term indicated in 3.1 is not exceeded, the Buyer must report in writing to Solzaima, the lack of conformity of the Product within a maximum period of:

3.5.1 60 (sixty) days after the date on which it has detected it in the case of domestic use of the product;

3.5.2 Thirty (30) days from the date of its detection, in the case of professional use of the Product.

3.6 In the pellet range equipment's, the commissioning service is required to activate the warranty. It must be registered up to 3 months after the date of invoice, or, 100 hours of work of the product (whichever occurs first);

3.7 During the Warranty period referred to in paragraph 3.1 (and for this to remain valid), repairs to the Product must be performed exclusively by the Official Technical Services of the



Brand. All services provided under this Guarantee will be performed Monday through Friday within the working time and calendar legally established in each region.

3.8 All requests for assistance must be submitted to the Solzaima Customer support service, by means of a proper form present on the Website [www.solzaima.co.uk](http://www.solzaima.co.uk) , or, e-mail: [support.cliente@solzaima.com](mailto:support.cliente@solzaima.com) . At the time of the technical assistance to the Product, the Buyer must present, as proof of the Product Warranty, the purchase invoice of the same or another document demonstrating its acquisition. In any case, the document proving the acquisition of the Product must contain the identification of the Product (as mentioned in point 2 above) and its date of acquisition. Alternatively, and in order to validate the Product Warranty, the PSR - document certifying the commissioning of the machine (when applicable)).

3.9 The Product will have to be installed by a qualified professional for the purpose, in accordance with the regulations in force in each geographical area, for the installation of these Products and complying with all the regulations in force, especially regarding chimneys, as well as other applicable regulations for aspects such as water supply, electricity and / or other related to the equipment or sector and as described in the instruction manual.

A product installation that does not conform to the manufacturer's specifications and / or does not comply with the legal regulations on this subject will not give rise to the application of this Warranty. Whenever a product is installed outdoors, it must be protected against weather effects such as rain and wind. In these cases, it may be necessary to protect the appliance by means of a cabinet, or a properly ventilated protective case. Appliances should not be installed in places that contain chemicals in their atmosphere, in saline or high humidity environments, as mixing them with air may produce rapid corrosion in the combustion chamber. In this type of environment, it is especially recommended that the appliance be protected with anti-corrosion products for this purpose, especially during times of operation. As a suggestion it is indicated the application of graphite greases indicated for high temperatures with function of lubrication and anti-corrosion protection.

3.10 In equipment belonging to the pellet family, in addition to the daily and weekly maintenance contained in the instruction manual, it is also obligatory to carry out the cleaning

inside and in the respective chimney for the evacuation of fumes. These tasks should be carried out every 600-800 kg of pellets consumed, in the case of stoves (air and water) and compact boilers, and every 2000-3000 kg of pellets consumed in the case of automatic boilers. In the event that these quantities are not consumed, at least one systematic preventive maintenance must be carried out annually.

3.11 It is the Buyer's responsibility to ensure that periodic maintenance is carried out, as indicated in the instruction and handling manuals accompanying the Product. Whenever requested, it must be proved by submitting the technical report of the entity responsible for it, or alternatively by registering them in the instruction manual in the dedicated section.

3.12 In order to avoid damage to the equipment caused by overpressure, safety elements such as pressure relief valves and / or thermal discharge valves, if applicable, as well as an expansion vessel fitted to the installation, shall be ensured at the time of installation and its correct functioning must be ensured. It should be noted that: the valves referenced must have a value equal to or less than the pressure supported by the equipment; there shall be no cut-off valve between the equipment and its safety valve; provision should be made for a systematic preventive maintenance plan to attest to the correct functioning of the said safety features; irrespective of the type of appliance, all safety valves shall be channeled to drained sewage to prevent damage to the dwelling by water discharges. Product Warranty does not include damages caused by non-channeling of water discharged by said valve.

3.13 In order to avoid damage to the equipment and attached pipes by galvanic corrosion, it is advisable to use dielectric separators in the connection of the equipment to metal pipes whose characteristics of the materials applied to this type of corrosion. Product Warranty does not include damages caused by non-use of such dielectric separators.

3.14 The water or thermofluid used in the heating system (hydro toves, boilers, central heating stoves, among others) must comply with the legal requirements in force, as well as guarantee the following physical and chemical characteristics: absence of solid particles in suspension; low level of conductivity; residual hardness of 5 to 7 degrees; neutral pH, close to 7; low concentration of chlorides and iron; and absence of air inlets by depression or others. In

case the installation enhances automatic water make-up, it should consider upstream a preventive treatment system composed of filtration, decalcification and preventive dosing of polyphosphates (scale and corrosion), as well as a degassing step, if necessary. If in any circumstance any of these indicators show values that are not recommended, the Warranty will cease to have effect. It is also compulsory to place a non-return valve between the automatic filling valve and the mains water supply, and that said supply always has constant pressure, even with a lack of electricity, not depending on lift pumps, autoclaves, or others.

3.15 Except as expressly provided by law, a warranty intervention does not renew the warranty period of the Product. The rights arising from the Warranty are not transferable to the purchaser of the Product.

3.16 The equipment must be installed in accessible places and without risk to the technician. The means necessary for access to them shall be made available by the Buyer, and the Buyer shall be responsible for any charges arising therefrom.

3.17 The Warranty is valid for the Products and equipment sold by Solzaima solely and exclusively within the geographical and territorial zone of the country where the Product was sold by Solzaima.

#### **4. Circumstances that exclude the application of the Warranty**

Excluded from the Warranty, being the total cost of the repair borne by the Buyer, the following cases:

4.1. Products with more than 2000 operating hours;

4.2. Refurbished and resold products.

4.3. Maintenance operations, Product settings, commissioning, cleaning, elimination of errors or anomalies that are not related to deficiencies of equipment components and replacement of the batteries.

4.4. Components in direct contact with fire such as: vermiculite supports, deflector or

protective plates, vermiculite, sealing lanyards, burners, ash drawers, wood chips, smoke registers, ash grates, whose wear is directly related to the conditions of use. Degradation of the paint, as well as corrosion due to degradation of the paint, due to overloading of fuel, use of an open drawer or excessive drainage of the installation chimney (the chimney must respect the drawing recommended in the Product Technical Data Sheet). Glass breakage due to improper handling or other reason not related to Product deficiency. In the pellet family, the ignitors are aware part, so they are only guaranteed for 6 months, or 1000 ignitions (whichever comes first);

4.5. Wear considered components, such as bearings and bushes;

4.6. Deficiencies of components external to the Product that may affect its correct functioning, as well as material or other damages (e.g. tiles, roofing, waterproofing, pipes, or personal injury) caused by improper use of materials in the installation or by non-execution of the product installation in accordance with the rules for the installation, applicable regulations or rules of good art, in particular when the application of suitable piping to the temperature in use, expansion vessels, non-return valves, safety valves , anti-condensation valves, among others;

4.7. Products whose operation has been affected by failures or deficiencies of external components or by poor sizing;

4.8. Defects caused by the use of accessories or replacement components other than those determined by Solzaima;

4.9. Defects arising from non-compliance with the installation, use and operation instructions or applications not conforming to the intended use of the Product, or from abnormal climatic factors, unusual operating conditions, overload or maintenance or cleaning performed improperly;

4.10. The Products that have been modified or manipulated by people outside the Official Technical Services of the brand and consequently without the explicit authorization of Solzaima;

4.11. Damage caused by external agents (rodents, birds, spiders, etc.), atmospheric and / or

geological phenomena (earthquakes, storms, frost, hailstorms, thunderstorms, etc.), humid or saline aggressive environments such as proximity of the sea or river, as well as those derived from excessive water pressure, inadequate power supply (voltage with variations greater than 10%, with a nominal value of 230V, or, neutral voltage greater than 5V, or absence of earth protection); pressure or supply of inadequate circuits, acts of vandalism, urban confrontation and armed conflict of any kind, as well as derivatives;

4.12. Failure to use the fuel recommended by the manufacturer is a condition of exclusion from the Warranty.;

Explanatory note: In the case of pellet appliances the used fuel must be certified by EN 14961-2 grade A1. Also, before buying large quantity you should test the fuel to see how it behaves. In wood equipment, this moisture content must be of less than 20%.

4.13. The appearance of condensation, either by poor installation or by the use of non-virgin fuels (such as pallets or wood impregnated with paints or varnishes, salt or other components), which may contribute to the accelerated degradation of equipment and especially to your combustion chamber;

4.14. All Products, Components or damaged components in transportation or installation;

4.15. Cleaning operations carried out on the appliance or its components due to condensation, fuel quality, bad settings or other circumstances of the installation location. Also excluded from the Warranty are interventions for the descalsification of the Product (the removal of limestone or other materials deposited inside the apparatus and produced by the quality of the water supply). Also excluded from this warranty are air bleeding interventions of the circuit or unblocking of circulating pumps.

4.16. The installation of the equipment supplied by Solzaima should contemplate the possibility of their easy removal, as well as points of access to the mechanical, hydraulic and electronic components of the equipment and the installation. When the installation does not allow immediate and safe access to the equipment, the additional cost of access and security

will always be borne by the Buyer. The cost of disassembling and assembling boxes of plasterboard or masonry walls, insulation or other elements such as chimneys and hydraulic connections that prevent free access to the Product (if the Product is installed inside a carton of plasterboard , masonry or other dedicated space must comply with the dimensions and characteristics indicated in the instruction manual and use accompanying the appliance).

4.17. Interventions of information or clarification at home about the use of its heating system, programming and / or reprogramming of control and regulating elements, such as thermostats, regulators, programmers, etc.;

4.18. Interventions for the adjustment of fuel receipes in pellet devices, cleaning, detection of water leaks in pipes external to the apparatus, damage caused due to the need to clean the gas evacuation machinery or flues;

4.19. Urgency interventions not included in the provision of Warranty ie, weekend and holiday interventions because they are special interventions not included in the Guarantee coverage and which therefore have an additional cost, will be carried out exclusively on request expressed by the Buyer and upon the availability of the Producer.

## **5. Warranty Inclusion**

Solzaima will correct without any charge to the Buyer the defects covered by the Warranty through the repair of the Product. The replaced Products or Components shall become the property of Solzaima.

## **6. Responsibility of Solzaima**

Notwithstanding legally established, Solzaima, liability in respect of warranty is limited to that established in the present warranty conditions.

## **7. Cost of Services performed outside the scope of the warranty**

The interventions carried out outside the scope of the warranty are subject to the application of the current tariff.

## **8. Warranty Services performed out of scope Warranty**

The interventions carried out outside the scope of the Warranty and carried out by the official technical assistance service of Solzaima have a 6-month guarantee.

**9. Warranty Spare Parts provided by Solzaima**

The parts supplied by Solzaima, in the scope of the commercial sale of spare parts, that is to say, not incorporated in the equipment do not have a guarantee.

**10. Replaced Parts under the of Scope Technical Service**

From the moment they are removed from the equipment, the Parts used are considered as waste. Solzaima as a producer of waste in the scope of its activity is obliged by the legislation in force to deliver them to a licensed entity that performs the proper waste management operations under the law and therefore is prevented from giving them another destination, whatever. Therefore, the customer will be able to see the used parts resulting from the assistance, but cannot keep them in their possession.

**11. Administrative expenses**

In the case of invoices for services rendered, they are not processed in any stipulated period with default interest at the maximum legal rate in force.

**12. Competent court**

For the resolution of any dispute arising from the purchase and sale agreement having as object the products covered by the warranty, the contracting parties attribute exclusive jurisdiction to the courts of the district of Águeda, with express waiver of any other.