



VTS STANDARD GUARANTEE CONDITIONS

VTS标准质保条款

On basis of these guarantee conditions, company of VTS Group specified in the guarantee card [hereinafter: VTS], guarantees to the owner [hereinafter: Client] a failure-free operation of sold by VTS, VS type air handling units [hereinafter: AHU].

根据VTS保修条款，保修卡上的VTS公司（简称：VTS）负责对销售给业主（简称：客户）的空调机组进行故障保修。

§1 Period of guarantee

质保周期

1. Guarantee for AHU, unless otherwise provided hereunder in §1.2 and §1.3, is valid for 18 months from the date of sale.
按照§1.2和§1.3的规定，如无特别说明，保修期自AHU销售之日起，18个月内有效。
2. Guarantee for casing of the AHU is valid for 18 months from the date of sale.
空调箱的保修期自销售之日起18个月内有效。
3. Guarantee for automatic elements and rotary and cross exchangers is valid for 18 months from the date of sale.
自控元件及转轮和板式交换器的保修期自销售之日起18个月内有效。

§2 Scope of guarantee

质保范围

1. VTS, at its sole discretion, will replace AHU or their faulty part or repair them on site of installation or other place after sending them for repair.
VTS 自主决定是否在安装现场替换AHU或有缺陷的零件，或者进行送修处理。
2. If the guarantee service is rendered on site of installation of the AHU in country of VTS registered office, VTS will cover costs of transportation of Authorized VTS Service workers and spare parts only within 200 km from the Authorized VTS Service seat in such country. Current list of Authorized VTS Services is available on www.vtsgroup.com and VTS representative offices.
如果VTS所在地区的公司给予AHU安装现场的质保服务，VTS将只承担在距离VTS授权服务人员所在位置200千米以内的路费以及零件的运输费用。VTS授权的服务公司信息列表在www.vtsgroup.com中或VTS代表处获得。
3. Additional equipment of AHU not manufactured by VTS but delivered by VTS together with the AHU, is subject to guarantee specified in § 1.3 hereabove.
关于非VTS生产的AHU附加设备的质保条款，请参照上述§ 1.3条款。
4. Guarantee service does not extend guarantee validity period and the guarantee period for replaced parts ends with the end of guarantee period for the AHU.
保修服务不会更改质保有效期，零部件更换后的质保期与AHU的质保期相同。
5. These guarantee conditions shall be enforceable and valid for all parties of agreements connected to the AHU, unless VTS agrees otherwise in writing.
AHU的质保条款对于所有签署协议的任何一方有效，除非VTS 有其他书面协议。



§3 Exclusions 除外条款

The following are not subject to this guarantee:
以下条款不属于质保范围:

1. Parts of AHU subject to operational wear out, operational materials such as filters, gaskets, fan belts, light bulbs, fuses, bearings, etc.
AHU易损件, 其中包括过滤器, 垫片, 风机皮带, 灯泡, 保险丝及轴承等。
2. Damages not attributable to VTS or faults of AHU resulting from other causes than those in AHU
非VTS损坏或非AHU自身原因造成的损坏。
3. Damages to AHU from environment, improper transport or storage.
AHU受环境, 不适当运输或存放造成的损坏。
4. Mechanical damage from improper use and operation of AHU, breaching rules set forth in VENTUS Operation and Maintenance Manual [hereinafter: OMM].
不适当的使用和操作造成机械损坏, 没有按照VTS技术文件说明的正确使用(简称 OMM)。
5. AHU that were not assembled by Authorized VTS Service or were installed and commissioned not according to OMM.
AHU 不是VTS授权的服务公司安装或者不是按照OMM所规定的安装方法来安装造成的损坏。
6. AHU whose start-up was not executed and documented in guarantee card by Authorized VTS Service or other service with appropriate knowledge and experience.
非授权服务机构或其他未具有相应资格的人员启动机组, 并未记录于保修卡。
7. AHU that were modified repaired or whose operation parameters or parts were changed or replaced without VTS prior written consent.
在没有得到VTS书面同意的情况下, 私自维修, 修改操作参数或更换零件。
8. Finishing parts of AHU installed on outside buildings, in which the roof on AHU casing was not used.
AHU的安装户外, 但没有相应的遮盖和保护措施的。
9. Damages and faults in casing and structural elements that do not influence the functions and proper operation of AHU.
外壳和框架的部分损坏和故障, 但不影响AHU功能和正常操作。

§4 Complaints 投诉

1. Complaints should be made by phone by contacting the customer assistance centre, which contract details are available on www.vtsgroup.com as well as on the label located on the AHU or by filling in the internet application form available on www.vtsgroup.com.
可以通过电话或与公司的客服中心进行投诉, 相关细节可以从www.vtsgroup.com获得, 也可以从AHU上的标签或登录www.vtsgroup.com填写申请。
2. The complaint must contain the following information: the factory number, the address of a AHU installation, Client's phone number, person in charge on behalf of Client, kind of problem and, if possible, indicate damaged parts.
所有形式的投诉都需要包括以下信息: 产品系列号, AHU安装地点, 客户电话号码, 联系人等, 并尽可能提供详细的AHU故障描述和损坏部件。



§5 Guarantee service 质保服务

1. Service resulting from this guarantee should be completed within 14 days from the complaint registration. In exceptional cases this period may be extended, in particular when guarantee service requires import of parts and components from suppliers or when Authorized VTS Service is unable to work due to weather conditions.
投诉会在提交14日内处理完毕。如有例外发生，处理投诉的时间可能被延长，特别是需要进口零部件或因为天气原因VTS授权的服务人员不能到达现场工作的情况。
2. Parts of AHU replaced by Authorized VTS Service within guarantee service shall become VTS property.
在质保服务范围内更换下来的AHU零部件归VTS所有。
3. Costs resulting from unjustified complaint or Client's interruption of guarantee service performed by Authorized VTS Service, shall be covered by the Client, in accordance to prices of relevant Authorized VTS Service.
如是非正当的投诉或客户阻碍VTS授权服务人员进行质保服务，所造成的经济损失由客户承担，价格标准根据VTS授权服务中心的相关政策执行。
4. VTS reserves the right to refuse guarantee service in case the Client refrains from payment for AHU or earlier service.
如果客户拒绝对AHU或早期服务付款，VTS保留拒绝质保服务的权利。
5. The Clients are obliged to cooperate with Authorized VTS Service during guarantee service executed in place of AHU installation, in particular Clients should:
客户需要积极配合VTS授权服务人员进行质保服务工作，尤其是：
 - a. make AHU available in appropriate time,
准备好准备维修的AHU，
 - b. present documents delivered together with AHU (guarantee card, technical data card, OMM),
准备好AHU的相关文件（质保卡，技术数据卡，OMM），
 - c. carry out actions necessary for protection of people and property and follow industrial safety regulations at the place of guarantee service,
在工作人员对产品进行检修的时候，要做好人员安全的保护，财产保护，并按照工业安全章程执行，
 - d. facilitate start of guarantee service immediately on arrival of Authorized VTS Service and completion of service without delay,
要创造有利条件，使VTS授权的工作人员在到达目的地时可以及时进行并完成工作，
 - e. provide, free of charge, any possible aid during guarantee service (such as power source and proper lightning in the place of AHU installation)
在质保服务工作进行中要免费提供必要帮助，例如电源，照明等
 - f. Client is obliged to immediately receive and confirm the completion of guarantee service in writing on the service card. In case of doubts regarding quality or completeness of guarantee service, Client is entitled to file complaint to VTS.
客户会及时收到质保服务卡，并需要尽快确认并填写此卡。如对质保服务质量有质疑，客户有权向VTS投诉。



§6 Miscellaneous

其它

1. In case of discrepancies between sale documentation (VTS offer, Client purchase order) and these VTS Standard Guarantee Conditions, sale documentation shall take precedence.
如果此质保文件与销售文件存在矛盾（VTS报价，客户订单），销售文件为优先
2. Amendment of these VTS Standard Guarantee Conditions shall be made in writing as new version hereof and shall not be valid for AHU sold before enforcement of new version.
VTS质保标准的修改应该在新版本中以书面形式提出，对于在执行新版本前销售的AHU无效。
3. These VTS Standard Guarantee Conditions are valid for AHU sold as of 1st of June, 2010.
此 VTS 质保条款标准对于 2010 年 6 月 1 日开始销售的 AHU 有效。