



IMI PNEUMATEX



IMI TA



IMI HEIMEIER

MAINTENANCE  
AND REPAIRS

# Unleash Peace of Mind: Introducing IMI Hydronic Engineering's 5-Year Warranty!

Unlock a new era of excellence with IMI Hydronic Engineering! Our unwavering commitment to delivering exceptional products and services now comes with an exciting announcement. Starting June 1st, 2023, we are raising the bar even higher by introducing a 5-Year warranty.

Imagine a world where your satisfaction is guaranteed and backed by a solid promise of reliability and durability. At IMI Hydronic Engineering, we understand the importance of peace of mind, which is why we are introducing this new warranty.

**5** YEAR  
WARRANTY


## Products covered by the warranty

The warranty applies to the entire product portfolio for **sales from 01.06.2023**.

IMI Pneumatex	Pressurisation	5 Years / 2 Years	The prerequisite for claiming the extended <b>5-year warranty</b> is that the professional start-up is carried out by IMI Service or an official IMI Service Partner* and an annual maintenance contract is signed with them. If this cannot be proven, the <b>2-Year statutory warranty</b> applies, or the minimum legally requested local standard. <i>For more information, refer to the local warranty T&amp;C</i>
	Degassing		
	Refilling stations		
	Water treatment		
IMI Pneumatex	Static expansion vessels	5 Years	The prerequisite for claiming under the extended <b>5-Year warranty</b> is a professional installation in accordance with the assembly instructions and the recognised rules of technology, as well as compliance with the instructions for use and operating instructions.
	Sludge separators		
	Vents		
	Magnetic separators		
IMI TA	Static and manual line regulators		
	Regulating valves		
	Actuators		
	Smart valves		
IMI Heimeier	**Test computer		
	Regulating valves		
	Mechanical thermostatic control		
	Underfloor heating manifolds		
Service	Actuators		
	Electronic room thermostats***		
	Services and spare parts	—	According to local market conditions

\*IMI Official Service Partners meet these three criteria: Trained by IMI Hydronic Engineering's Hydronic College, follow IMI Hydronic Engineering's maintenance checklist, and maintain critical spare parts in stock.

\*\*Local market conditions apply.

\*\*\*5-year warranty comes as a standard with all IMI Hydronic products excluding Heatmiser Technology (2 years), e-TRVs (2 years) and FDI products (2-5 years, depending on the product).



### Warranty period

The warranty period is five years from the date of sale. Warranty claims are valid if received by **"IMI"** within the warranty period for products sold from **01.06.2023**.

## KEY INFORMATION

### Scope of warranty, maintenance

1. The warranty applies exclusively to products sold by **IMI Hydronic Engineering**
2. For **IMI Pneumatex** warranty applies for machines sold and commissioned by **IMI Hydronic Engineering** or a certified **IMI Official Service Partner\***
3. The warranty applies in accordance with the **Terms & Conditions**
4. The warranty applies to the delivered products, including all parts, but does not cover natural wear and tear
5. Warranty claims will be met through product replacement or repair based on **IMI Hydronic Engineering's** assessment of the claim
6. The warranty covers the replacement of materials or repair of the product but not the costs of installation/removal and other costs
7. All commissioning and maintenance activities affecting the products must be documented and presented to **"IMI"** on request

## RETURNS

1. If material defects arise within the warranty period, the corresponding claims must be submitted within 7 days of the defect becoming apparent to your local sales representative
2. The claimant is responsible for the costs and the risk of loss or damage to the product during transport
3. Warranty claims are only valid if the completed return slip is presented when the claim is submitted. This return slip is available on request from **"IMI"**

## EXCLUSION FROM WARRANTY

### Warranty claims are not valid if the products:

1. are not in accordance with the **Terms & Conditions**
2. are not operated according to **"IMI"** specifications
3. are damaged or destroyed because of force majeure or environmental influences
4. have been damaged because of incorrect handling – in particular, a failure to follow **"IMI"** instructions or to carry out maintenance
5. have been opened, repaired, or maintained by unauthorised contractors or show signs of mechanical damage

Experience excellence with **IMI Hydronic Engineering**, take advantage of our **5-Year warranty** and discover a world where your satisfaction is our top priority. Elevate your expectations and enjoy the best in class. Welcome to a future where quality meets longevity, and your trust is rewarded.

Contact your local sales representative for more information on the new extended warranty, or **download our FAQ**.