

Sunbeds Warranty Conditions

1. Scope of Warranty

The warranty covers any manufacturing defects that may occur in equipment used under normal operating conditions for a period of 6 months for used devices (after refurbishment) and 12 or 24 months for new beds, counting from the date of purchase specified on the invoice or the date of issuance of the warranty card.

The warranty period may also be different if it has been individually agreed upon and recorded on the sales document or in the warranty card.

The response time for warranty claims is up to 2 working days from the moment the defect is reported.

2. Repair Process

The User is required to cooperate with the service coordinator by providing all necessary information via phone or email, including sending photos or video recordings to facilitate problem diagnosis.

The warranty covers equipment repairs at the client's location. If the issue cannot be resolved remotely, all service work must be carried out at the equipment installation site.

The client is responsible for ensuring immediate access to the equipment where the fault was reported and for providing suitable working conditions for the technicians (e.g., power supply, workspace, etc.).

3. Fault Reporting Conditions

Fault reports should be sent to the email address serwis@maximus-solaria.pl or via phone at **+48 514 021 411**

The report must include a detailed description of the fault and the serial number of the equipment. The Coordinator will contact the client to schedule a service visit at the client's location (confirmed via email).

4. Unjustified Service Call

In the case of an unjustified service call (e.g., if the fault resulted from improper use of the equipment, the service tasks were routine operational actions, or it was determined that no problem exists), the user will bear the cost of the service according to Maximus's price list. The fee will be charged based on an invoice or a pro forma invoice issued to the client.

5. Warranty Limitations

The warranty does not cover:

- Damage resulting from improper use of the equipment, including mechanical damage.
- Repairs or modifications performed by unauthorized persons.
- Damage caused by force majeure (e.g., fire, flood, power surges, or a malfunctioning electrical system).
- Faults resulting from improper preparation of the room where the solarium is installed.

The client is responsible for the proper preparation of the room, including the correct arrangement of power supply cables, control systems, and audio systems. Failure to follow the guidelines

regarding electrical installation and ventilation systems (including free airflow) releases Maximus from the obligation to provide warranty services.

The warranty does not cover consumable parts such as: high-pressure UV lamps (halogens), low-pressure lamps (fluorescent tubes), starters, misting system components, aroma systems, and acrylic sheets for tanning beds.*

The warranty does not cover defects in external control systems that are not integral parts of the solarium (e.g., computer control systems, Tmax systems, etc.).

*** Acrylic Bed Sheet Notes**

Despite the advanced technological process of thermoforming acrylic sheets, minor defects, streaks, or deposits cannot be avoided. During the use of the equipment, fine hairline scratches may appear on the surface of the bed, which is a normal material-related phenomenon and does not significantly affect the usability of the device.

Acrylic sheets are considered consumable parts of the solarium, and manufacturers recommend replacing them after 1500 hours of use or once a year.