

Warranty and conditions attached to the product

The company **20m² Visions OÜ**, registered under the registration code 16979842, undertakes to comply with the terms of the guarantee provided by the state, according to which each part of the product and the accompanying part is covered by a two (2) year guarantee.

In order to comply with these requirements, the customer is subject to certain obligations, which include the correct use of the product and its parts. Above all, the product must be kept clean and any items that do not belong in it must be stored or left on the building. For more details, see the chapter entitled "Maintenance and use instructions".

If the product is handled correctly, the carcass is covered by a 25-year guarantee.

Intermediary service providers and manufacturers undertake to cover the costs of repairing defects in the product caused by faulty design, manufacture, construction and materials, and any defects resulting from these faults.

The validity of the guarantee for the product purchased shall be evidenced by the confirmation of the contract of sale/sales invoice and/or purchase receipt; in the case of maintenance, by the sales invoice paid for the maintenance. The guarantee will be valid from the date of confirmation of delivery/acceptance and/or receipt of payment. In the case of guarantee services, upon completion of the service.

In the event of repair of the product during the warranty period, the warranty period is extended by the duration of the repair. Replacement of parts of the product during the warranty repair (e.g. in the case of replacement of an LED strip light) will not be covered by the new warranty but will be subject to the warranty period of the product.

Additional guarantee can be ordered as a separate service from Visions OÜ for 20m² **per year**, up to a maximum of three (3) years. In order for this to be valid for all electrical and mechanical equipment, the customer must also subscribe to a maintenance service for the first two years from 20m² Visions OÜ. Within the first two years, there are a total of two services (each 499 € Tax included. Before minus temperatures). The additional warranty is in addition to the initial two-year warranty i.e. 2+1+1+1a. During this period of up to three years, the product will be serviced twice a year before and after minus temperatures (each year tax included €960). The additional guarantee is subject to the same conditions as the two-year sales guarantee provided by the State. The additional warranty service from 20m² Visions OÜ includes, in addition to the information outlined in the "Maintenance Guide", the following:

Lubrication of the moving parts of certain installed product parts; making sure that the heat production, ventilation and water mechanism are dynamic with each other, from roof cleaning to plinth cleaning, ensuring the attractiveness of glass surfaces and other external surfaces.

The additional guarantee does not cover the restoration or replacement of any parts due to customer negligence or product mishandling.

After the expiry of the initial two-year warranty, the customer has the option to order a **one-off service**, which does not include any additional warranty, repairs or painting (tax included 499 €).

During the warranty period, the customer is obliged to immediately notify any anomalies or misunderstandings concerning the product or its use!

Also feel free to contact 20m² Visions OÜ with any questions about your product.

Maintenance, user manual

Due to the specific nature of the products, they must be maintained and serviced at regular intervals.

Such as:

1. Lubrication of moving parts.
2. If the cold water sprayers do not operate evenly, they must be cleaned and adjusted.
3. Keeping the basement roof and surrounding area of the building clean, do not allow the facility to come in contact with grass or branches, etc.
4. Shall keep eaves and roof surface clean.
5. Free drainage of running water shall not be obstructed.
 - A) In sub-zero temperatures, turn on the water system after the room has warmed to about 50C.
 - B) In case of sub-zero temperatures, after the sauna has been used, the pressure water coming into the building must be turned off and the tap located under the lava must be left open to allow the free flow of water in the piping. Access to the nozzle is through the service hatch (between the first steps of the lava).
 - C) In the event of sub-zero temperatures, all taps inside the building must be left open after the sauna has been used.
6. Optimal fresh air circulation has been designed into the facilities, it is not necessary or advisable to keep the doors open separately.
7. During the first two years of the guarantee, the customer must prove by video footage that there is unobstructed drainage of free-flowing water before the onset of sub-zero temperatures, at the latest by the month of October. Moving parts secured with silicone sealant and the requirements of the previous points met. The video recording shall also show the operation of the water system during normal use and its disconnection as described in point 5. The video footage shall show the operation of all electric fans.
8. Instructions and documentation provided by the manufacturer are supplied separately with the installed equipment.

Or the customer orders the first two years of the warranty maintenance service 20m² from Visions OÜ.
(tax incl. 499 € just before minus cold)

Maintenance package

The maintenance package is the recommended maintenance of the building after any warranty period. The maintenance will be carried out according to precise instructions and is aimed at prolonging the natural lifetime of the building and its correct functioning. In addition, the maintenance package comes with an additional 12-month guarantee on building works (1000 € + tax).

- Exterior repairs and repainting of the building.
- Roofing material inspection and maintenance
- Inspection, maintenance and cleaning of the rainwater system.
- Inspection, maintenance and cleaning of pipe work.
- Interior repairs
- Reroof repairs, painting
- Electrical installations inspection/maintenance and repair work
- Adjustment, inspection and maintenance of doors and windows
- Ventilation system inspection and cleaning
- Checking and adjusting the dynamics of the air flow, heating system and spray system

Health, wellness, enjoyment, pleasure, longevity!

20m² Visions OÜ