

Dear Sir,

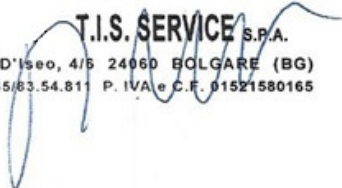
With reference to the order Number Ref: XXXX, we hereby confirm that the supplied Valves, conforms to the standards and materials as mentioned in the test certificate provided by the manufacturer. The above product has been tested and inspected by TIS Italy and was in accordance with the same, meeting all its requirement.

All the offered PN16 valves are successfully tested at the factory, as per the standard EN 12226, body test on 24 bar and seat test at 17.6 bar, and confirms the working pressure of 16 bar.

Furthermore, warranty of 10 (Ten) years is applicable on the supplied product from the date of supply acc. to the TIS Italy warranty which is integral part of this letter.

T.I.S. Service Spa

Technical department

  
T.I.S. SERVICE S.P.A.  
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Warranty certificate n. TIS/\*\*\*\*\*

Messrs

[•]

## **GUARANTEE CERTIFICATE**

Reference [•]

Ref. n. TIS Service [•]

Invoice n. [•] dated [•]

Packing list n. [•] dated [•]

**Item:** [•]

**Serial No.:** [•]

**Item:** [•]

**Serial No.:** [•]

### **GENERAL GUARANTEE CONDITIONS**

#### **1. Start date and term of the guarantee**

- 1.1. TIS Service Spa (hereinafter "TIS"), hereby declares and guarantees that the products it manufactures are built in compliance with applicable national and international regulations, and that they have been thoroughly tested and subjected to strict inspections by quality control at TIS Group.
- 1.2. This guarantee will be valid from the date of delivery of the product, under the conditions  
The date must be proved by the delivery document. In the absence of such document, the start date will be calculated from the date of shipment of the product.

#### **2. Guarantee terms**

- 2.1. Any defects of conformity and faults must be reported in writing within 8 days from the date of installation of the product or from the date of discovery in the case of hidden faults or defects, provided they relate to the product identified above. Failure to do so will result in forfeiture of the guarantee.
- 2.2. TIS reserves the right to repair or - at its discretion - replace the product under guarantee, within the time limits compatible with its organisational needs; in any case, TIS undertakes to carry out these activities as soon as possible in order to limit any prejudice to the buyer.
- 2.3. However, repairs carried out under guarantee will not result in the extension or renewal of the guarantee.
- 2.4. The parts replaced under guarantee will be kept by TIS, which will acquire the property thereof.
- 2.5. 2.7. Any guarantee problem does not authorise the Customer to suspend contractual obligations.
- 2.6. Guarantee conditions are granted subject to the Customer's compliance with payment conditions.
- 2.7. These General Guarantee Conditions are governed by the legislation in force within the European Union.



**Warranty certificate n. TIS/\*\*\*\*\***

**3. Exclusions**

- 3.1. This guarantee does not apply to faults / defects arising from:
- damage and malfunctions resulting from improper and incorrect use of the product by the buyer. Improper use means any use that is inconsistent and in contrast with the instructions for use included in the operating manual and/or in the documentation issued to the customer following the installation;
  - product damage and malfunctions due to and caused by insufficiency or inadequacy of the electrical, water and power systems owned by the buyer, or alterations deriving from abnormal environmental, climatic or other conditions;
  - damage and malfunctions caused by tampering with, disassembly or repairs carried out without authorisation from TIS;
  - failures and malfunctions of products that have already undergone disassembly or total and/or partial work on them without authorisation from TIS;
  - normal deterioration and wear of the product.
- 3.2. Accessories are expressly excluded from the guarantee, such as: electric actuators, pneumatic actuators, hydraulic actuators, not produced by TIS. For these devices, the guarantee will be issued and managed by the relative manufacturer.
- 3.3. Routine maintenance of the product, as well as any calibration, is not to be intended as an operation under guarantee.

**4. Guarantee extension**

- 4.1. Without prejudice to the aforementioned General Guarantee Conditions, TIS grants the buyer, from now, an extension of the guarantee, from the 2 years foreseen by current EU legislation, to 10 years from the delivery date, provided that the Customer has signed and agreed to the periodic servicing plan for the products supplied; the plan foresees servicing to be carried out by TIS personnel every 2 years.
- 4.2. The Customer is responsible for requesting and organising the servicing by the TIS technicians at the site where the valves are installed, and will bear any costs related to this operation.
- 4.3. The Guarantee Extension does not apply if the Customer fails to request the two year service within 24 months of the installation or of the last service performed.
- 4.4. The Guarantee Extension is in any case only and exclusively applicable in the event of product defects. Routine maintenance and periodic calibration are not covered by the guarantee; therefore they are also excluded from the Guarantee Extension.
- 4.5. Accessories are expressly excluded from the Guarantee Extension, such as: electric actuators, pneumatic actuators, hydraulic actuators, not produced by TIS and for which the guarantee is issued by the relative manufacturer.

Bolgare, [•]

TIS Service SpA