

Warranty Conditions Viessmann MEA 2025

Viessmann Middle East FZE hereinafter referred to as Viessmann hereby warrants that Viessmann climate solutions products will be free from material defects under normal operating conditions. Defectiveness shall be related to only operation, and shall be no relation to appearance.

Viessmann shall be liable to the extent that we, at our choice, will either make a substitute delivery under the same Incoterms as in the main order, or a subsequent improvement. Any consequential damages and losses shall be excluded. This warranty is offered in addition to, and not in replacement of Viessmann terms and conditions for overseas delivery.

If in the order confirmation not otherwise specified, this warranty shall be effective for a period of 1 years after delivery

The delivered goods are to be carefully inspected immediately after delivery to the buyer. They shall be deemed as approved by the buyer with regard to obvious defects or other defects, which would have been recognized with an immediate careful inspection, if we do not receive a written report of defects within seven working days. Our warranty presumes that the buyer proves that our products are faulty upon delivery, which revokes or reduces the value or the usability in the customary use or that which is presumed as per contract.

Viessmann will NOT accept liability, nor admit any warranty claim under the following circumstances:

1. If the product damage or failure is caused by inappropriate operation of the associated equipment.
2. If the product failure or damage is caused by abnormal operating conditions.
3. If the product is caused by abrupt impact from which within or outside the product
4. If the product is caused by chemicals or industrial plant in ambient area causing chemical reaction with the product;
5. if stray current is present inside the system
6. if there is no proper grounding and no dielectric coupler for different materials
7. If the water quality not according the following standards (if not otherwise specified in the operating manual):

	SS Storage tanks	Enameled Tanks	Heat elements
pH	6,5-8,5	6,5-8,5	7-8
Conductivity (microS/cm @ 25°C)	200 -2000	200 -2000	200-500
Total Hardness (°dH)	8-11	8-11	8-11
Chloride (mg/l)	>50	>150	>50
Sulphate (mg/l)	>250	>250	>30
Total Iron (mg/l)	>0,2	>0,2	>0,2

Open water circuits: Langelier Index must be between 0 and 0.4 in working temperature

Disinfection of water circuit: no continuous water disinfection / chlorination allowed; after disinfection the circuit need to be flushed; recommended disinfection: thermal disinfection or UV disinfection (as per local regulation)

Closed Heating circuits: according VDI 2035

8. If the product failure or damage is caused by an “act of god” (force majeure) such as fire, earthquake, natural calamity or disaster.
9. If the installation, commissioning, operation, service, maintenance is not executed as in the Viessmann manuals
10. If the product is not serviced by Viessmann or Viessmann approved service company as in the manuals, minimum once a year
11. Warranty limited to the Viessmann supplied equipment
12. Consumables and wear & tear parts are excluded from the warranty