

# BOILER OPERATION AND MAINTENANCE MANUAL

## *D Premium*

*HOT-WATER STEEL WOOD BOILER*



**Thank you for choosing to purchase our product!**

**SO THAT YOU REMAIN SATISFIED WITH OUR PRODUCT,  
WE RECOMMEND THAT YOU FOLLOW THESE  
FUNDAMENTAL PRINCIPLES FOR  
LONG LIFESPAN AND SUSTAINABLE PROPER OPERATION  
OF THE BOILER**

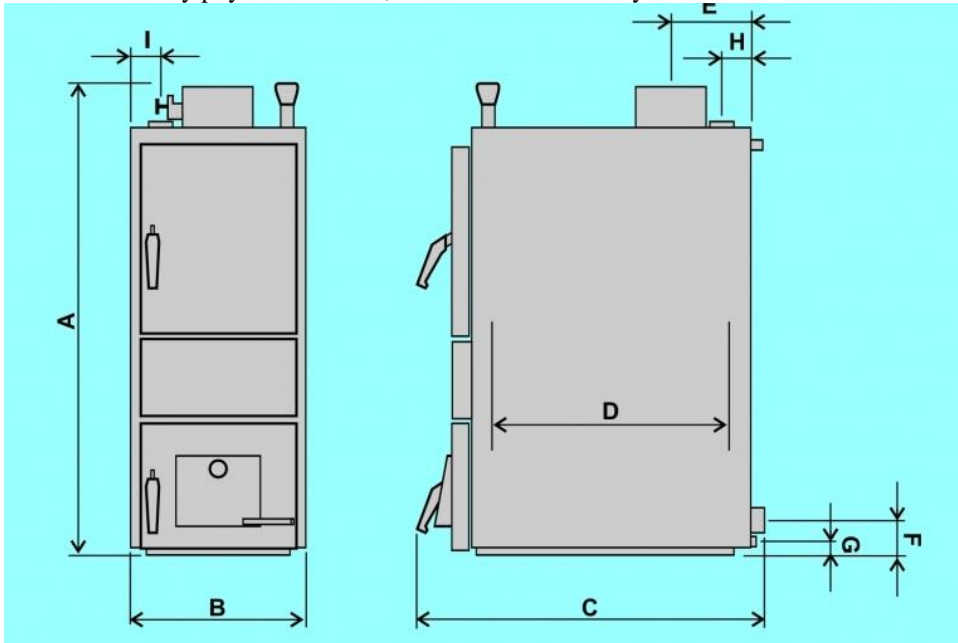
1. Use only dry wood fuel with 20 percent or less moisture content – i.e. 2 years old wood.
2. For purposes of protection against low-temperature corrosion, a four-way mixing valve (or Laddomat or a similar type of device capable of regulating the minimum return water temperature). The valve should be adjusted so that the return water temperature is within the range of 75 – 90°C. The prescribed minimum return water temperature is 55°C.
3. When a circulating pump is used, the heating medium's temperature gradient must be ensured of at least 15 – 20 % and a minimum return water temperature of 55 °C. The pump must be connected to the thermostat in such a way that it only operates when the required minimum temperature is reached.
4. The boiler must not be continually operated at an output capacity less than 50 percent of its rated capacity.
5. For correct and safe operation of the boiler the following principles must always be observed:
  - Boiler cleaning on a regular basis during a heating season;
  - Thorough cleaning of the boiler after the end of a heating season;
  - Required chimney draught (sufficient combustion products velocity);
  - Good thermal insulation of the chimney.

**WARNING – If the above instructions are not followed, the life of the boiler's body may be substantially reduced as a result of low temperature corrosion. The boiler body might become badly corroded as early as within two years.**

## 1. Purpose of Use

The 'D' hot-water boiler is intended for heating homes (such as apartments, family houses, townhouses) and other types of buildings. The boiler is designed exclusively to work on burning wood. Any dry wood such as chopped logs or wood chips with maximum length of 500 mm and 60-120 mm in diameter. (check the technical details according boiler type). Logs with larger diameters can be used as well. If so done, the boiler's rated output capacity will decrease and the period of burning will extend.

A large wood storage bin will help replace and eliminate the most laborious operations associated with the preparation of wood fuel – i.e. the sawing and cutting of logs into pieces of an appropriate size. This practice will save not only physical exertion, but also time necessary for the work.



## 2. Technical Parameters

Boiler Type PREMIUM		D 17	D 23	D 28	D 35
Dimensions: A	mm	1100	1100	1100	1100
B	mm	425	425	425	525
C	mm	600	700	800	800
D	mm	350	450	550	550
E	mm	195	195	195	195
F	mm	105	105	105	105
G	mm	85	85	85	85
H	mm	90	90	90	90
I	mm	90	90	90	90
Boiler Output Capacity	kW	17	23	28	35
Maximum Output Capacity	kW	18	25	31	37
Heating Surface	m <sup>2</sup>	1,5	1,9	2,4	3,2
Combustion Chamber Volume	dm <sup>3</sup>	50	65	80	106
Operating Draught	Pa	15-20	15-20	15-20	15-20
Maximum Operating Water Gauge Pressure	MPa	0,2	0,2	0,2	0,2
Boiler Weight	kg	180	210	235	290
Volume of water	dm <sup>3</sup>	37	49	60	75
Exhaust Socket Diameter	mm	159	159	159	159
Boiler Efficiency at Rated Heat Capacity	%	75	75	75	75
Prescribed Type of Fuel		Dry wood calorific value of 15-17 MJ/kg water content min. 12% - max. 20%			
Average Fuel Consumption	Kg/h	4,8	6,5	8	11
Maximum length of wood logs/chips with diameter $\phi$ 60 – 120 mm (4.72 in)	mm	300	400	500	500

### 3. Technical Description

The boiler is designed to work on burning wood pieces with a maximum length of 550 mm (according to the boiler type) and a maximum water content of 20 %. As an alternative type of fuel, wood briquettes up to  $\varnothing$  50 mm and wood waste can be used. If this type of fuel is used, the fuel channels tend to become obstructed more intensely.

The boiler shell is made from high-quality steel plates as a welded assembly. The combustion chamber is equipped with a water grate for the passage of combustion gases. The grate is installed in the bottom part of the chamber. Space for ash is available underneath the grate, and an ashtray.

The front face of the upper part comprises a removable door and the lower part comprises an ash door.

The outside surface of the boiler body is thermally insulated with mineral wool inserted beneath sheet metal covers of the boiler's outer shell.

The boiler is connected to the heating system through threaded connection, with the size of the connecting thread being G 1 1/2". Filler coupling unit: G 1/2".

**The boiler is intended to be installed within open and closed heating systems.**

D Boiler's Strong Points :

- Enables the burning of wood as well as wood waste;
- The depth of the combustion space as great as 550 mm;
- High heating coefficient of performance - low fuel consumption;
- Thermostatic Output Regulation
- Option of chimney draught control (chimney draught control system)
- Maximum burning time: 12 hours (under low-output / economy mode)
- 24 months warranty.

### 4. Operating Regulations and Installation

#### *Boiler Preparation for Operation*

Before the boiler is put into operation, it is necessary to ensure that your heating system has been filled with water and deaerated. (The water must meet the requirements of STN 07 7401:1992 [Slovak Technical Standard]). In order to ensure proper and safe operation, your wood-fired boiler must be operated in accordance with the instructions contained in this operating and maintenance manual. The boiler may only be operated by adults.

#### **Boiler Installation**

The boiler may only be installed and connected to the chimney by personnel qualified for this type of job. A carefully prepared heating system project is a must for the user to get full satisfaction.

#### **Placement**

- The boiler is intended to be installed within the basic environment (under STN 33 0300).
- The boiler must be installed in such a manner that free space containing an area of approximately 1 x 1 m remains available in front of it.
- The minimum distance between the rear part of the boiler and the adjacent wall must be at least 400 mm.
- The boiler should be installed on a fireproof pad overlapping the boiler's floor plan throughout its perimeter by at least 100 mm.
- We recommend that the boiler be placed on a concrete footing with a minimum height of 50 mm.

#### **Connecting Boiler to Heating System**

- The boiler is connected to the heating system through threaded connection, with the size of the connecting thread being G 1 1/2 inch.
- You may both fill and empty your heating system through the 1/2" spherical valve located at or near the bottom rear of the boiler. Deaeration valves on the radiators must be open during the filling of the heating system and the system should be filled slowly so that the air can escape easily from all the venting points. After the heating system is fully filled, the deaeration valves must be shut off.
- The quality of heating water must comply with the requirements of the applicable technical standard (STN 07 7401).
- The heating system must be equipped with a manometer.
- A thermostatic draught control unit is necessary to be installed on the boiler (supplied with the boiler).

- The boiler need to be installed with cooling valve e.g. DANFOSS BTVS  $\frac{3}{4}$  and heating system by pressure valve.

### **CAUTION**

When you fire up a new boiler for the first time, condensation and discharge of the condensate from the boiler may occur - this is not because of any defect in the boiler. After a longer duration of operation the condensation will disappear.

### ***Firing Up and Operation***

Prior to lighting, the heating system's shut-off valves need to be opened. Open to the maximum possible the air intake throttle valve on the ashtray door. Paper and smaller wood chips should be loaded on the grate first. Light the paper and shut the door. Once the paper and chips burn sufficiently, add pre-prepared wood intended for fuel purposes. Once the fire is established (fuel sufficiently burning), the air intake throttle valve should be throttled (adjusted using the adjustment screw) to the minimum possible opening of approx. 5 mm. Using the button on the thermostatic draught control unit, adjust the required boiler operating temperature. When the boiler is fired for the first time, the thermostatic valve should be calibrated – see section 'Calibration'. During firing, the chimney damper must be fully open. It is important to adjust the damper for the appropriate chimney draught during the burning process.

If necessary, and depending on the burning intensity, the boiler needs to be refueled, from time to time, during the operation; fuel should be added in such a manner so that fuel layers are evenly positioned in the combustion space. Also, the boiler's condition and the burning efficiency should be visually checked; where wood chips are used as fuel, even spacing should be maintained in the longitudinal direction. Upon switching to a damped night mode, the grate should be cleaned and cause the freshly added fuel to kindle to provide proper fire. Afterwards, change to a lower temperature using the thermostatic control unit.

### ***RT3 Draught control unit Calibration***

Re-fire the boiler with the door open (open it manually). Using the control unit's button, adjust temperature to 60 °C. When the water temperature reaches 60 °C, allow several minutes for temperature to stabilize and adjust the chain attachment so that the door remains open approx. 1 to 2 mm. Now you can select the desired temperature. If, during operation under steady conditions, the boiler temperature is found to be lower than the adjusted temperature, shorten the chain; and vice versa, if the boiler temperature is found to be greater than the adjusted temperature, extend the chain. It is also important that you take into account other factors that might affect the boiler temperature irrespective of the temperature control unit status – such as the amount of fuel and ash within the boiler, the secondary air throttle position, and thermal inertia. See the operation manual for draught control unit.

### ***Boiler Cleaning***

**The ashtray should be emptied as necessary; please note that if the ashtray space becomes overfilled, the air flow into the firing space is restricted, thus causing poor wood burning efficiency. In the event that the ashtray space becomes obstructed (or completely blocked) with tar deposits, the deposited material must be removed manually.**

### ***Control and Safety Elements***

The chimney damper allows you to adjust the optimum chimney draught. We recommend that chimney draught be adjusted to 0.15 mbar. The chimney damper is actuated using a handle located on the flue inlet connection.

The combustion air intake throttle is located on the ashtray door and is actuated automatically by the thermostatic draught control unit; depending on the heated water temperature inside the boiler heat exchanger and the manually adjusted temperature, the thermostatic control unit determines the amount of air flowing into the combustion space.

## Removal of excess heat

D - boilers are equipped with a cooling safety exchanger against overheating of the boiler (Fig. 1), which provides safe dissipation of excess heat not to exceed 110 °C. If boiler is overheated (water outlet temperature is higher than 95 °C) safety valve (e.g: Danfoss BVTS, Honeywell TS 130 or WATTS STS 20) opens ap the cooling circuit and the cold water begins to flow through the cooling heat exchanger boiler. After the temperature decreases, the valve closes. Input water pressure just before the premium cooling circuit must be between 2-6 bar. Before entering into the cooling water valve is recommended to place a water filter that needs to be checked and cleaned regularly.

### NOTE:

Excess hot water need to be removed directly to canalization. It must not be used for different purposes.

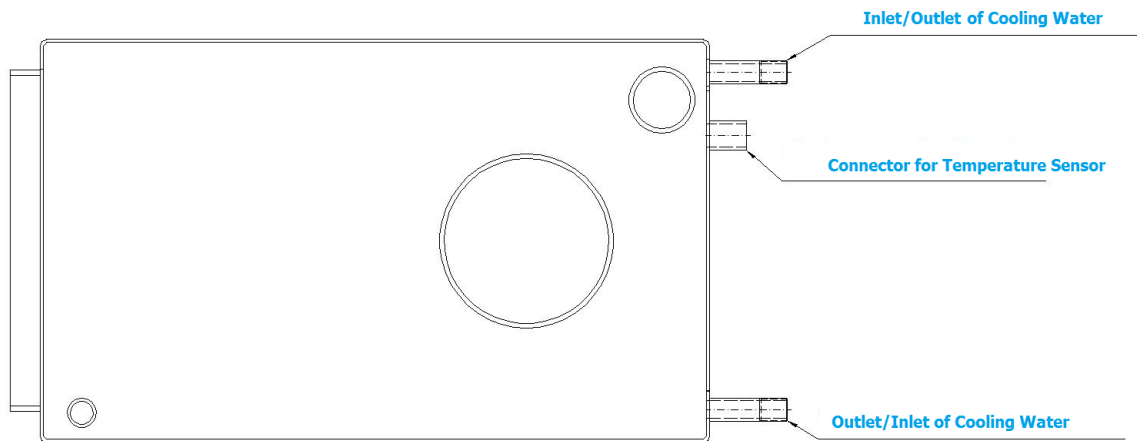


Fig. 1 Connection of cooling exchanger

## 5. Heating System and Boiler Maintenance

You should check the water level in the heating system at least once in every 14 days. If necessary, refill water. Refilling must at all times be carried out with the boiler out of operation. If, during winter season, your boiler is out of operation, there is a danger that the water remaining in the system may freeze causing damage to the system. In such an event use antifreeze designed for operation of heating systems. Water should be pumped out of the system in exceptional cases only. If possible, drain the water from the system for a minimum necessary amount of time. Thorough cleaning of the boiler after the end of a heating season is essential.

## 6. Fuel

The prescribed type of fuel is dry, two years old wood with 20 percent or less moisture content. Logs: length 350 mm to 500 mm, calorific value of 14 – 17 MJ.kg<sup>-1</sup> and diameter ø 60-120 mm.

## 7. Chimney

The chimney flue must at all times develop a sufficient draught to be able to reliably exhaust combustion products to the outside environment. A separate independent chimney flue of proper dimensions should be installed for the chimney to function properly. The proper function of a boiler depends on the chimney draught. The chimney draught depends on the chimney's section area, height and the roughness of the chimney's walls' internal surface. The D 28 boiler requires an operating chimney draught of 15 Pa. No other appliance should be connected to the boiler's chimney.

For the boiler D 28, approximate dimensions of the boiler's section area are:

20 x 20 cm	Minimum height 7 m
ø 20 cm	Minimum height 8 m
15 x 15 cm	Minimum height 12 m

Exact dimensions of a chimney for this purpose are governed by Slovak Technical Standards STN 734201 and STN 734210. The manner in which the a chimney must be connected is determined by the provisions of SR Ministry of Interior's Decree No. 84/1997 Coll, Articles 4 and 15.

## 8. Accessories Supplied with the Boiler

Inlet Valve	1 pc
Sweeping scraper	2 pc
Operation and maintenance manual + warranty certificate	1 pc
RT3 draught control unit plus operation manual	1 pc

## 9. Possible Malfunctions and the Method of Correcting Malfunctions

<i>Malfunction</i>	<i>Cause</i>	<i>Method of Remedy</i>
Your boiler is failing to give The required output capacity	- too little water in the heating system, - the heating system has not been deaerated heating system , - your boiler is not of appropriate size/capacity for your hot-water system - fuel of low quality, high moisture content (over 20 %), large logs - poor chimney draught,  - insufficiently clean boiler - blocked filter in the heating system,	- refill/add water to the system,  - deaerate, - revise the design - use dry fuel (dry wood) and wood waste - clean your chimney, check the connection, - clean the boiler, - clean the filter.
The door is not tight fitting	- defective/damaged caulking cord,	- replace the cord.

## 10. Fire Protection During the Use of Heating and Heat Consuming Devices and During the Installation of Such Devices

A boiler must be installed in accordance with the STN 061008 standard – Fire Safety of Local Heating and Heat Consuming Devices. During the installation of a boiler a safe distance between the boiler and any building materials must be at least 200 mm. The same safe distance is also required for a smoke flue located near inflammable materials of the B, C1, and C2 Combustibility Classes (for Combustibility Classes please see the table below).

If your boiler and the smoke flue are located near any inflammable materials with C3 Combustibility Class, the safe distance of 200 mm must necessarily be doubled!

The safe distance of 200 mm must also be doubled if the Combustibility Class of any materials located near your boiler and/or your smoke flue is unknown.

The safe distance may be reduced to half of the normal safe distance (100 mm) when using a thermally insulating shield/screen of a minimum thickness of 5 mm. Such shield/screen must be located 25 mm from the inflammable material it is intended to protect. The cover shield or a thermal barrier must extend at least 150 mm beyond either of the lateral edges of a boiler (together with the smoke flue outlet) and at least 300 mm beyond the upper edge of a boiler.

If your boiler is placed on the floor that is made of inflammable material(s), such floor must be shielded with a thermally insulating fireproof board extending at least 300 mm beyond the ground plan on

the fire-tending side and at least 100 mm beyond the ground plan on all other sides. For this purpose, any incombustible, fireproof, thermally insulating materials can be used.

Combustibility Class of Building Materials and Products	Building Materials and Products Falling within the Combustibility Class
A – incombustible	granite, sandstone, concrete, bricks, ceramic tiles, mortar, fire retardant plasters etc.
B – not easily combustible	wood-wool slabs, isomin, lignos, slabs of basalt wool, glass fiber slabs, novodur etc.
C1 – difficult to burn	deciduous hard wood, hobrex, laminated paper, laminated plastic sheets (formica) etc.
C2 – medium combustibility	coniferous wood, wood-chips, wood chipboards, particle boards etc.
C3 – easy to burn	Fiberboards (hardboard and the like), polyurethane, polystyrene, polyethylene

## Smoke Flue Outlet

A smoke flue outlet must run into a chimney flue. A boiler must not be connected to a chimney directly/immediately. A smoke flue should be as short as reasonably possible, but in no instance longer than 1 m, without any additional heating surface, and should ascend towards the chimney. It must be mechanically solid, fixed, thoroughly tight against leakage of combustion products, and should enable cleaning of its internal surfaces.

A smoke flue must not run through someone else's residential or non-residential units or facilities.

The internal cross section of a smoke flue must not be greater than that of the chimney and must not narrow towards the chimney.

## 9. Type of Environment

A boiler can be safely operated in a "normal NM – 1 environment" that is specified in Slovak Technical Standard STN 332000-3.

CAUTION: A boiler must be installed in a boiler room where a suitable supply of combustion air is provided. A boiler must under no circumstances be located within a residential space.

Under any circumstances which might possibly give rise to the danger of penetrating a residential space with inflammable gases or vapors or during the course of any works that may involve the danger of fire or explosion, a boiler must be put out of operation in a timely manner, before any such danger occurs. (e.g. bonding of floor coverings, PVC and the like).

No objects consisting of inflammable materials must be put onto a boiler or within a distance less than the safe distance.

## 10. Operation and Supervision

Any personnel operating a boiler are required to follow this Operation and Maintenance Manual. No interventions in a boiler which might endanger the health and/or safety of the operator(s) or any other persons sharing the given residential space/area are permitted.

A boiler may only be operated by individuals over the age of 18 who are thoroughly familiar with this Operation and Maintenance Manual.

No children should be allowed to remain within a close distance to a boiler that is currently under operation.

When operating a solid fuel fired boiler no inflammable liquids are permitted to be used for firing up. Increasing in any manner a boiler's output capacity during operation is prohibited as well.

In the course of normal operation, a boiler must be controlled by operating personnel.

A user is only allowed to perform such repairs that involve replacement of standard spare parts.

## 11. Recommended Boiler Accessories

1) The DUOMIX mixing valve is an appropriate element to regulate a central heating system. It ensures that the heating water input temperature in a boiler does not drop below 55 °C. (Also other types of devices capable of ensuring that the return water temperature does not drop below 55 °C may be applied – e.g. a thermoregulation valve).

2) Circulating pump

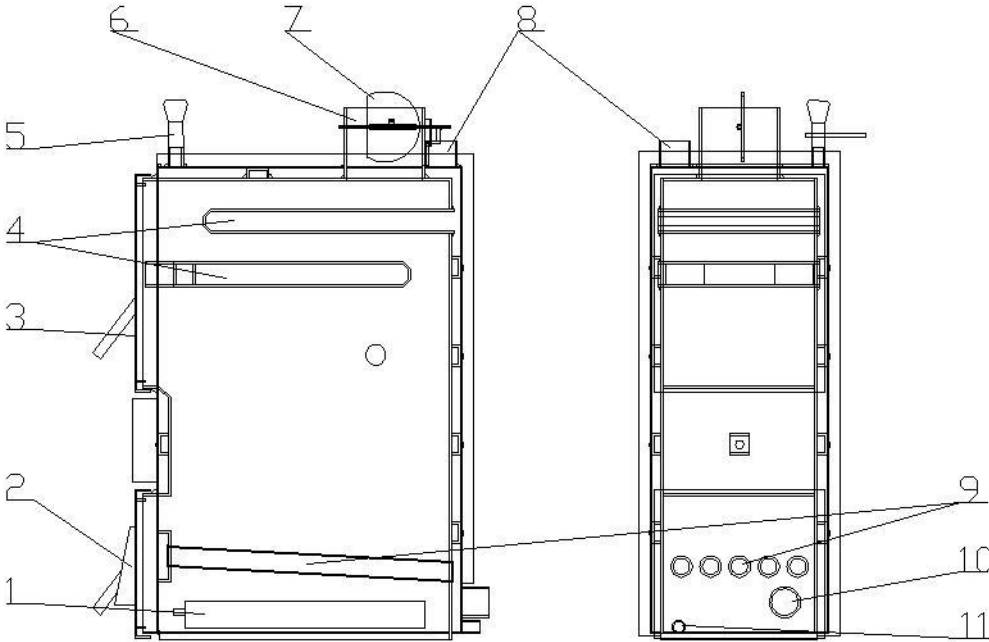
3) Laddomat, thermo-valve

4) Safety valve against cooling e.g. DANFOSS BTVS 3/4".

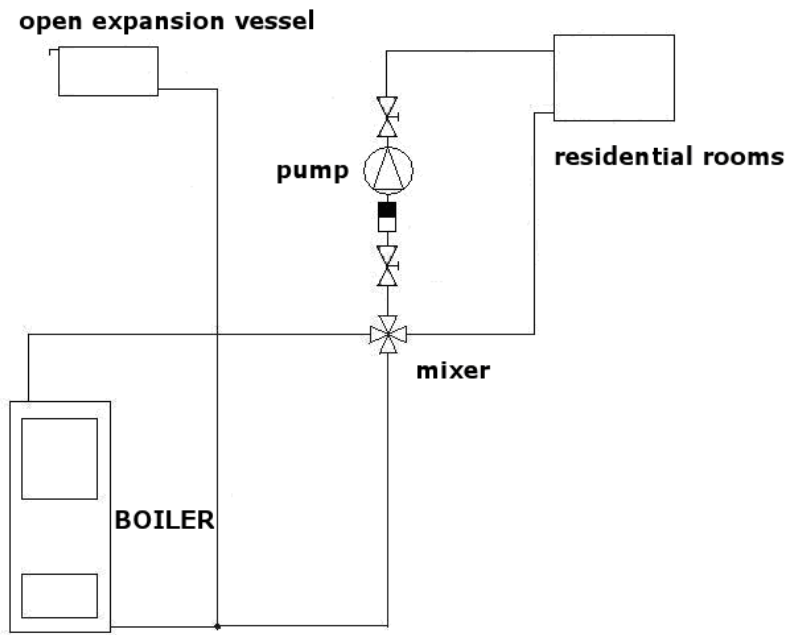


# Boiler Drawing D

- 1 Ashtray
- 2 Bottom door
- 3 Upper door
- 4 Heat exchanger plates
- 5 Honeywel draught control unit
- 6 Smoke flue outlet
- 7 Flue damper
- 8 Hot water outlet (DN 40)
- 9 Water grate
- 10 Return water inlet (DN 40)
- 11 Inlet opening



# Boiler Wiring Scheme



**12. In-warranty and out-of-warranty servicing is provided by:**

MAGA s.r.o.  
S. Kollára 86  
979 01 Čerenčany-Rimavská Sobota  
Slovak Republic  
Tel / fax: 047 / 56 34798  
Mobile Phone: 0905 / 543 218  
0908 / 942 452  
e-mail: [magasro@magasro.sk](mailto:magasro@magasro.sk)  
[www.magasro.sk](http://www.magasro.sk)

Or a trained service technician.

**WARRANTY CERTIFICATE  
for Hot-water Boiler**

This Warranty Certificate replaces a Quality and Completeness Certificate for the product. The Manufacturer hereby certifies that this boiler complies with the applicable quality requirements, is complete to the extent required by documentation, and complies with STN EN 303-5 (Slovak Technical Standard 303-5).

Product:.....

Serial Number: .....

Date of Manufacture: .....

Manufacturer's Stamp and Signature

Date Sold: .....

Vendor's Stamp and Signature:

Date Put in Service: ..... .....

Stamp and Signature:

This Warranty Certificate becomes void if not properly completed and validated by the vendor or if altered or falsified !!!

(In such an event the warranty becomes void.)

It is the responsibility of the customer to check all the necessary documents !!!

**By purchasing this product, you agree to all terms and conditions applicable of the warranty for the product.**

The following Warranty and Purchaser's Complaint Terms and Conditions form an integral part of this Warranty Certificate.

## **Instruction for Purchaser - Warranty and Purchaser's Complaint Terms and Conditions:**

- 1) A complaint concerning the (in)completeness of delivery should be filed with the supplier in conformity with SR Commercial Code and SR Civil Code.
- 2) The manufacturer provides a warranty of 24 (twenty-four) months of the date of sale to the end user, provided, however, that the minimum return water temperature of 60°C is maintained.  
The warranty period shall begin to run on the date of purchase of the product irrespective of when the product is put into operation.
- 3) The warranty shall not apply to/cover any defects or damage caused by, due to and/ or arising from:  
Failure to follow the user's manual instructions for the operation and maintenance of the boiler; lack of or improper maintenance or the use for any purpose other than that for which the product is intended; low-temperature corrosion of the boiler; improper or unqualified use or burning prohibited fuels; malfunction/breakdown caused by the use of components other than those recommended by the manufacturer or supplier as well as due to repairs, modifications or tampering by persons other than those authorized by the manufacturer or supplier; or defects caused by accidental or intentional entry of liquid, insects, animals or any other foreign objects into the product's interior.
- 4) Should any defect in the product become apparent in/on any component, such component shall be repaired or replaced under the warranty after the defective part is returned and the reasonable cost of transportation is paid by the customer.
- 5) The warranty shall remain in effect as long as the product is used for the purposes and in the manner specified in the Warranty Certificate; should there be a failure to comply with the applicable instructions, this warranty shall become null and void upon such failure. The same shall apply to any damages incurred during transportation by means of transportation other than those provided by the manufacturer or their contractors or by drivers other than the manufacturer's employees or contractors. Due to the above reason, the product should be duly inspected forthwith upon receipt and report any damages and/or defects to the vendor immediately upon receipt.
- 6) The warranty may be voided if any defects are caused by unqualified product connection (due to failure to follow the connection related instructions contained in the user manual) or if any defects are caused due to the use of fuel that is not intended/suitable for this type of product.  
This warranty shall not cover any materials and/or those parts that are subject to normal wear and tear: seals and seal cords and fills, sibril filling.  
No warranty shall be granted in the event that the customer fails to meet the agreed-upon payment terms (especially failure to meet due date).  
Small differences/deviations from colour, varnish type or dimensions shall not be accepted as cause for complaint.  
The transportation of a service technician shall not be covered by an in-warranty repair and such cost must be fully borne by the customer.
- 7) The end user must make any possible complaint of whatsoever type **in writing** and no later than within three business days of the date on which they learned of the problem; such complaint must be sent by post or via fax or electronic means of communication and must contain all the necessary information that the supplier may need, but especially the valid warranty deed and proof of purchase must be presented. Any report of defect delivered otherwise than by post must be subsequently confirmed by a letter, such letter to be sent no later within three days. As for damage claimed to have resulted from a defect in the product, an authorized person shall be required to properly prove to the supplier that the damage was caused by a defect in the product without undue delay, but no later than within three business days of the supplier's request that they do so. The manufacturer shall be obligated to issue their opinion in writing within 30 days of the date of the complaint and, if such complaint is found to have sufficient merit, repair or remove the defect.  
Any costs resulting from unjustified complaints, defects caused by the user due to failure to follow the user manual instructions, improper or unqualified installation resulting in faulty operation of the product or impaired performance/reduced output thereof shall be fully borne by the user.  
Any rights arising from the responsibility for defects in the product to which the warranty period applies shall cease to exist if not claimed within the warranty period.  
Upon purchase, the customer was advised of the proper usage and operation of the boiler.  
The manufacturer assumes no responsibility for any loss or damage done to human health or property, whether direct or indirect, including consequential losses or damages.  
No claims arising from defects in products shall give rise to entitlement to compensation for damages attributable to a defect in the product.  
The manufacturer reserves the right to alter the product under a product innovation plan which may or may not be included in this user manual.  
This warranty shall become null and void if any alterations are made to the electrical parts of the boiler by a person other than a service technician or professionally trained personnel.





## Declaration of Conformity

Issued pursuant to Article 12 , par. 3, letter a) of the Act 264/1999 Coll.  
and 97/23/EC (Pressure Equipment Directive)

We, MAGA s.r.o.  
S. KOLLÁRA 86  
ČERENČANY  
SK 979 01 RIMAVSKÁ SOBOTA  
SLOVAK REPUBLIC  
VAT ID#: SK 2020075904

Hereby declare under our sole responsibility that the below products comply with the requirements of technical standards; that the products are safe and harmless when used for intended purposes; and that we have taken reasonable precautions to ensure the compliance of the below products with their technical documentation and applicable government regulations.

**Product:** Hot-water Boiler 'D'

**Type:** D17, D23, D28, D35

**Manufacturer:** MAGA s.r.o.  
S. KOLLÁRA 86  
ČERENČANY  
979 01 RIMAVSKÁ SOBOTA  
SLOVAK REPUBLIC

**The above products comply with the following standards:**

**EN 303-5:2001, STN 92 030:1997**

EN 55014-1:2000+A1+A2, EN 55014-2:1997+A1, EN 61000-3-2:2000,  
EN 61000-3-3:1995+A1, EN 60335-1:2002+A1+A11, EN 50165:1997+A1

**Additional Information:**

Certificate No.: 0043/104/2011 dated 22 June 2011

Certificate issued by: Technical Testing Institute Piešťany

Initial Testing Report : S/03/11/0009/4001/SC dated 20 June 2011

Place of Declaration issuance: Čerenčany      Name: Ing. Miroslav Müller

Date Declaration issued: 30 June 2011      Position/Title:  
Company Executive

Signature:

**MAGA s.r.o.**  
S. Kollára 86, Čerenčany  
979 01 RIMAVSKÁ SOBOTA

## CUSTOMER INFORMATION SHEET

Name: .....

Surname: .....

Company: .....

Address: ..... (street, house  
number)

..... (City)

..... (Postal  
Code/ZIP)

Telephone/Mobile Phone: .....

Product: .....

Serial Number: .....

Date Sold: .....

**By signing this document, the customer hereby confirms that they have received the product without any defects, damages or problems, the product is fully serviceable, and that they have been familiarized with proper usage and operation of the product.**

Upon receipt of the product, it is the responsibility of the customer to : Unpack the product and inspect it.

**This CUSTOMER INFORMATION SHEET should be sent to the company's address within 7 days of the date on which the product was put into service.**

.....  
Company (vendor )

.....  
Customer