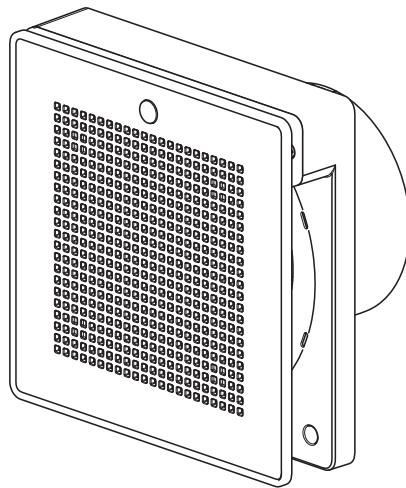




PUNTO EVO

UK **CA** **CE**



ENGLISH

Safety



Warning:

this symbol indicates that care must be taken to avoid injury to the user

- Do not use this appliance for functions other than those described in this booklet.
- After removing the appliance from its packaging, ensure that it is complete and undamaged: if in any doubt contact a professionally qualified electrician or an authorised Technical Support Centre immediately. Do not leave packaging within the reach of children or differently able persons.
- Certain fundamental rules must be observed when using any electrical appliance:
 - a) Never touch appliances with wet or damp hands;
 - b) Never touch appliances while barefoot.
- Store the appliance out of the reach of children and differently able persons if you decide to disconnect it from the power supply and use it no more.
- Do not operate the appliance in the presence of flammable substances or vapours, such as alcohol, insecticides, petrol, etc.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.



Caution:

this symbol indicates that care must be taken to avoid damaging the appliance

- Do not make modifications of any kind to this appliance.
- Do not expose this appliance to the elements (rain, sun, etc.).
- Regularly inspect the appliance for visible defects. If any faults are found, do not operate the appliance but contact a Vortice authorised Technical Support Centre immediately.
- If the appliance malfunctions and/or develops a fault, contact a Vortice authorised Technical Support Centre immediately. Ensure that only genuine original Vortice spares are used for any repairs.
- Should the appliance be dropped or suffer a heavy blow, have it checked immediately by a Vortice Authorised Technical Support Centre.
- The appliance is double insulated and therefore does not need to be earthed.
- Connect the appliance to the electrical power supply/socket only if the rated power of the supply is sufficient to match the maximum rated power of the appliance. If not, contact a professional electrician without delay.
- Switch off the system's main switch:
 - a) if the appliance does not function correctly;
 - b) before cleaning the outside of the appliance;
 - c) if you decide not to use the appliance for any length of time.
- The room must have an adequate source of replacement air for this appliance to function effectively. In the event that other non-sealed combustion based appliances (such as water heaters, gas stoves, etc.) are installed in the same room, check that air replacement is sufficient for all appliances to work effectively together.
- The appliance must either exhaust directly to the outside or into a short duct (max 400 mm to ensure the certified technical data). Efficiency losses will occur if the appliance is installed in ducting subject to any appreciable level of back pressure.
- The appliance cannot be used to control water heater switches, heaters, etc.; neither must it expel air into the hot air ducts of such appliances.
- The air or fumes to be extracted from the room must be clean (i.e. free of grease, soot, chemical and corrosive agents, and explosive or flammable mixtures) and must not exceed a temperature of 50°C (122°F).
- HCS and PIR models: do not cover or obstruct the sensor grille
- Specifications for the power supply must correspond to the electrical data on ID plate A (Fig.1)
- **The appliance must be installed by a professionally qualified electrician.**
- **The electrical system to which the product is connected must be in compliance with applicable regulations.**
- An omnipolar switch with a contact opening distance of 3 mm or higher should be provided for installation, enabling complete disconnection under

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overtension category III conditions.

- Products equipped with single-phase wiring (M) engines ALWAYS require connection to 220-240V (or only 230V where required) single-phase lines. Any kind of modification shall be considered as product tampering and shall nullify the relative warranty.

Duct and window - wall fan units

Precautions must be taken to prevent gas coming from the gas flue pipe or from other fuel combustion units from entering into the room.

Window - wall fan units

Fans have been designed to be mounted on windows or external walls.

Items supplied

The fan unit is enclosed in a plastic cylinder incorporated in the motor carrier, which can be entirely accommodated in the destination pipe and whose short length makes it perfectly compatible with installation near elbow bends (90°), typical of pipe fittings. The main parts of the appliance are:

- Motor carrier and front panel, made of ABS thermoplastic, impact resistant and anti-UV resin;
- Centrifugal rotor made of PP resin, designed for high performance, low power consumption and low noise emissions;
- Motor with shielded poles, equipped with ball bearings and fitted with a thermal fuse.
- PCB, different depending on the model.

Installation

Figg 2 ÷ 14

Note:

Whatever the orientation of the appliance, the non-return valve must always be in a vertical position (fig.9, 10).
Install the appliance at least 2,3 m from the floor.

Note:

If the non-return valve should come out of place and/or split into its halves, it will be possible to reposition it as shown in fig 10a, 10b.

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Use

LL: it is possible to select two operating speeds, V1 and V2, via 2 external switches. The values of V1 and V2 are set in the factory.

LL TP: the appliance provides two operating modes that can be activated manually via external switches (hereinafter "mode 1" and "mode 2"), plus a fully automatic mode (hereinafter mode 3).

Mode 1: the motor starts up at speed V1 (minimum or maximum, as set during configuration), after a delay, from the moment of turning on switch 1, of 0, 45, 90, or 120 seconds. The motor will switch off after a run time of 6, 10, 15, or 21 minutes from the moment of turning off switch 1.

Instead of the switch it is possible to use a button, which must be pressed for at least 0.5 sec.

Note for the installer: if using the button you need to set the appliance switch-on delay to 0.

Mode 2: the motor starts up immediately, via the action of switch 2:

the operating speed is V2 (minimum or maximum, as set during configuration). Again using switch 2, the motor will stop immediately. This mode is disabled when modes 1 and 3 are active.

Mode 3: fully automatic operation: the motor starts automatically, on V1 (minimum or maximum, as set during configuration), after a period of non-operation at the same speed, of 0, 8, 12, 24 hours. The motor will stay on for a period of 6, 10, 15 or 21 minutes. All the variable parameters, whose possible values are listed above, take on a fixed value set at the time of installation, based on the user's needs and the type of installation.

LL TP HCS: on this model the PCB is connected to a humidity sensor. The appliance provides two operating modes: "Timer" operation and "HCS Off" operation. One of these two types of operation must be chosen during configuration.

TIMER operation

The device allows setting 4 different working modes (below mode 1..4). The first two modes can be enabled manually, the third and the fourth one are completely automatic.

Mode 1: similarly to model LL TP, the motor is started on speed V1 (minimum or maximum, as set during configuration) by pressing switch 1, after a delay of 0 or 45 seconds. The motor will switch off after a run time of 6, 12, 18 or 24 minutes from the moment of turning off switch 1. Instead of the switch it is possible to use a button, which must be pressed for at least 0.5 sec.

Note for the installer: if using the button you need to set the appliance switch-on delay to 0.

Mode 2: as for model LL TP, pressing switch 2 (with switch 1 off) starts the motor immediately: the operating speed is V2 (minimum or maximum, as set during configuration). With switch 2, you can also stop the motor immediately.

Mode 3: The motor starts automatically when the humidity sensor detects a relative humidity higher or equal to an adjustable threshold level at 60%, 70%, 80%, 90%. The operating speed is V1 (minimum or maximum, as set during configuration). The motor will stop when the humidity drops by a value of 15 compared to the threshold value (e.g. from 60%RH to 45%RH)

In order to avoid continuous day and night operation of the extractor fan, in the event of bad weather, when the system would not be able to reduce the humidity with ventilation, the appliance behaves as follows:

if the humidity does not drop by 15% RH under the set threshold within 2 hours of operation, the appliance will switch off for a time of 8 hours. From this moment onwards, in order to ensure a minimum flow of air, the appliance will run on/off cycles (2 hours on, 8 hours off). When the relative humidity drops by 15% RH under the set threshold the appliance will automatically return to the standard operation of mode 3.

Mode 4: the motor starts automatically when the sensor detects a rapid increase in humidity (not necessarily higher than the preset threshold value; it is a sudden increase in relative humidity, higher than 20% in 10 minutes). The operating speed is V1 (minimum or maximum, as set during configuration). The motor will stop when at least one of the following conditions occurs:

- the relative humidity falls by a value of 15%RH compared to the value that caused the motor to switch on
- after 2 hours of operation.

All the variable parameters described above are configured on a value set during installation. The manual operations can overlap the automatic ones and vice versa (examples:

1. modes 1 and 2: manual start and stop;
2. modes 1 and 2: automatic stop after 2 operating hours).

HCS OFF operation

With this configuration, you can temporarily disable the action of the humidity sensor. The function is enabled by pressing switch 1 (in this way the sensor HCS intervention is prevented), and it is automatically disabled an hour after the stop (this means the HCS sensor operation is restored). Instead of the switch it is possible to use a button, which must be pressed for at least 0.5 sec.

When the function is active there is only one possible operating mode:

the motor is started and stopped manually with switch 2. The operating speed is V2 (minimum or maximum, as set during configuration). However, when the function is not active the automations for modes 3 and 4 are operational.

N.B.

When using the wiring diagram in Figure 22 b, the humidity control cannot be disabled (models ME 100/4" LL TP HCS, ME 120/5" LL TP HCS); you need to set the "Timer" operating mode (switch 6 = OFF in "DIP-switch" Table).

LL T PIR: on this model the PCB is connected to a PIR presence sensor. The appliance permits one operating mode: the

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motor is activated at speed V (minimum or maximum, as set during configuration) by the PIR presence sensor tripping. The motor will switch off at the end of the sensor signal, after a delay of between 3 and 20 minutes (as set during configuration, see "Instructions for the Installer").

LL T: on this model the PCB permits one operating mode: the motor starts at speed V (minimum or maximum, as set during configuration) on pressing the switch. Pressing the switch again will switch off the motor, after a delay of between 3 and 20 minutes (as set during configuration, see "Instructions for the Installer").

Installer instructions

For some models the installer can change the factory settings:

LL

No configuration tasks for the installer

LL TP

Factory settings

- switch-off delay (dip switch): 6 min
- switch-on delay (dip switch): 45 seconds
- automatic switch-on cycle: OFF = 0 H
- 2 speeds: position A of the jumper (fig.16)

Possible settings

- Jumper setting (fig 15a,16). The motor has two operating speeds: V1 and V2. By appropriately setting the jumpers as described in the following table A it is possible to determine which will be the maximum and minimum speed between V1 and V2. The timer will always act on V1.
- Dip-switch settings (fig. 17). N.B. Before making any changes to the dip-switches, disconnect the electric power supply. It is possible to configure the time lag for switching on, switching off and the automatic switch-on cycle time (see under Use) by appropriately setting the 6 DIP-switches as described in the following table

		DIP switch					
		Int. 1	Int. 2	Int. 3	Int. 4	Int. 5	Int. 6
T _A	0 sec.	OFF	OFF	--	--	--	--
	45 sec.	ON	OFF	--	--	--	--
	90 sec.	OFF	ON	--	--	--	--
	120 sec.	ON	ON	--	--	--	--
T _B	6 min.	--	--	OFF	OFF	--	--
	10 min.	--	--	ON	OFF	--	--
	15 min.	--	--	OFF	ON	--	--
	21 min.	--	--	ON	ON	--	--
T _C	0 hr.	--	--	--	--	OFF	OFF
	8 hr.	--	--	--	--	ON	OFF
	12 hr.	--	--	--	--	OFF	ON
	24 hr.	--	--	--	--	ON	ON

LL TP HCS

Factory settings

- switch-off delay (dip switch): 6 min
- switch-on delay (dip switch): 45 seconds
- humidity threshold: 70 %RH
- operation mode: Timer
- 2 speeds: position A of the jumper (fig.16)

Possible settings

- Jumper setting (fig 15b,16). The motor has two operating speeds: V1 and V2. By appropriately setting the jumpers as described in the following table A it is possible to determine which will be the maximum and minimum speed between V1 and V2. The timer will always act on V1.
- Dip-switch settings (fig. 17). N.B. Before making any changes to the dip-switches, disconnect the electric power supply. It is possible to configure the time lag for switching on, switching off, the Relative Humidity threshold value and the operating mode (see under Use) by appropriately setting the 6 DIP-switches as described in the following table:

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		DIP switch					
		Int. 1	Int. 2	Int. 3	Int. 4	Int. 5	Int. 6
T_A	0 sec.	OFF	--	--	--	--	--
	45 sec.	ON	--	--	--	--	--
T_B	6 min.	--	OFF	OFF	--	--	--
	12 min.	--	OFF	ON	--	--	--
	18 min.	--	ON	OFF	--	--	--
	24 min.	--	ON	ON	--	--	--
U_R	60%	--	--	--	ON	ON	--
	70%	--	--	--	OFF	OFF	--
	80%	--	--	--	ON	OFF	--
	90%	--	--	--	OFF	ON	--
Operat. mode	Timer	--	--	--	--	--	OFF
	Disabl. HCS	--	--	--	--	--	ON

T_A = time lag for switching on

T_B = time lag for switching off

T_C = automatic cycle time

U_R = relative humidity

Table A

Speed	Jumper	
	Position A	Position B
V1	MIN speed	MAX speed
V2	MAX speed	MIN speed

LL T

Factory settings

- appliance type (dip switch: mod.100 or 120: fig.18);
- switch-off delay (trimmer): full scale anticlockwise: 3 minutes (fig.19)
- 1 speed: position A of the jumper (fig.20).

Possible settings

- This model has 2 dip-switches. The position of switch 1 identifies the type of appliance (100 or 120: fig. 18) and MUST keep the setting provided by the manufacturer. The setting of switch 2 has no effect whatsoever on the operation of the appliance.
- Trimmer setting (fig.19). There is a trimmer on the PCB that enables adjusting the duration of the switch-off delay (from 3 to 20 minutes: clockwise = increase the delay, anticlockwise = decrease the delay).
- Jumper setting (fig.20). The motor has one operating speed: V. By appropriately setting the jumper as described in the following table B it is possible to determine which of the two speeds Vmin and Vmax will be the actual operating speed of the appliance.

LL T PIR

Factory settings

- appliance type (dip switch: mod.100 or 120: fig.18);
- switch-off delay (trimmer): full scale anticlockwise: 3 minutes (fig.19)
- 1 speed: position A of the jumper (fig.20).

Possible settings

- This model has 2 dip-switches. The position of switch 1 identifies the type of appliance (100 or 120: fig. 18) and MUST keep the setting provided by the manufacturer. The setting of switch 2 has no effect whatsoever on the operation of the appliance.
- Trimmer setting (fig.19). There is a trimmer on the PCB that enables adjusting the duration of the switch-off delay (from 3 to 20 minutes: clockwise = increase the delay, anticlockwise = decrease the delay).
- Jumper setting (fig.20). The motor has one operating speed: V. By appropriately setting the jumper as described in the following table B it is possible to determine which of the two speeds Vmin and Vmax will be the actual operating speed of the appliance.

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NB: when the supply voltage is applied the appliance starts up in "Test Mode" for a time of approximately 1 min 30 sec. In the first 30 seconds of operation in "Test Mode" the signal supplied by the PIR module is ignored and the motor runs at the speed set with the jumper. In the remaining 60 seconds the motor will only start after a signal from the PIR module, at the speed set with the jumper; when there is no signal from the PIR module, the motor will stop immediately (time lag for switching off = 0). At the end of the "Test Mode" phase, the appliance will go into normal operation.

Table B

Speed	Jumper	
	Position A	Position B
V1	MIN speed	MAX speed

Wiring diagrams

Fig. 21 ÷ 24

When using the wiring diagram in Figure 22 b, the humidity control cannot be disabled (models ME 100/4" LL TP HCS, ME 120/5" LL TP HCS); you need to set the "Timer" operating mode (switch 6 = OFF in "DIP-switch" Table).

Maintenance and cleaning

Fig. 25 ÷ 27

Important information concerning the environmentally compatible disposal

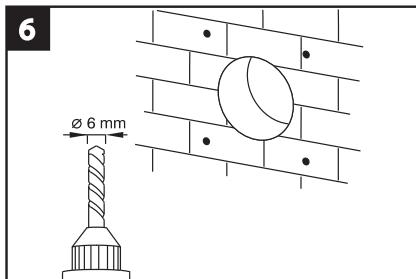
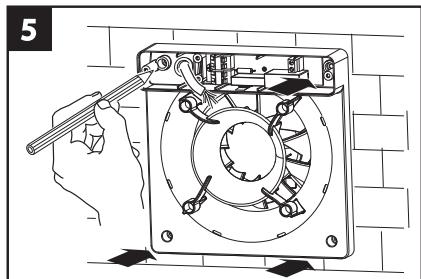
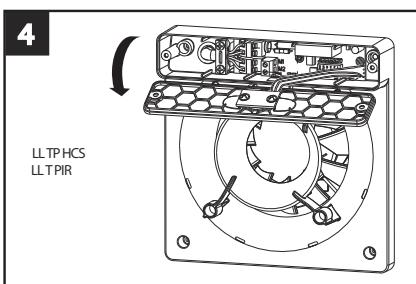
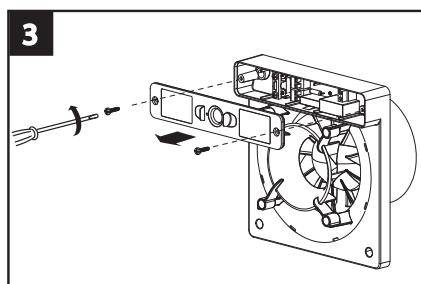
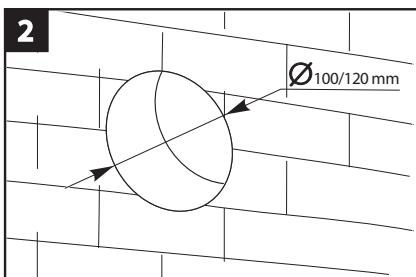
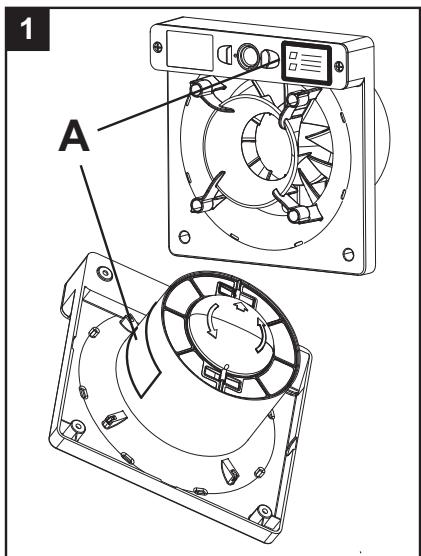
This product complies with Directive 2012/19/EU on the management of waste electrical and electronic equipment (WEEE).

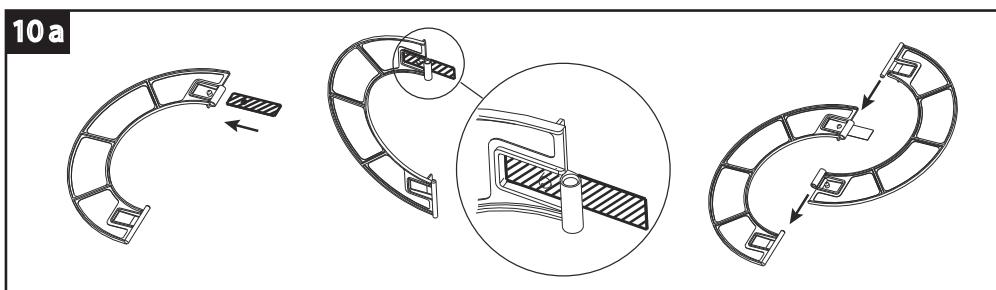
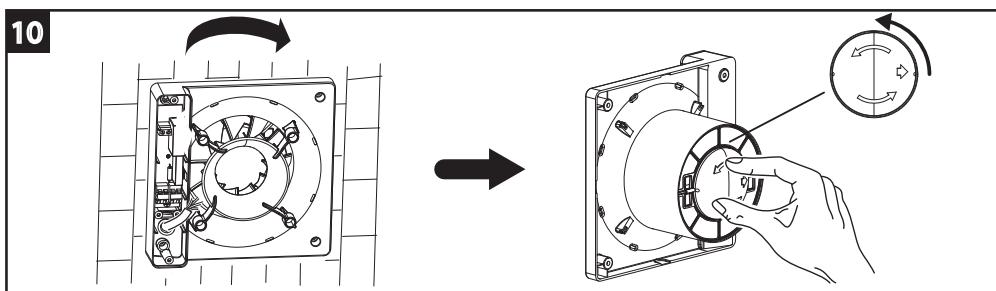
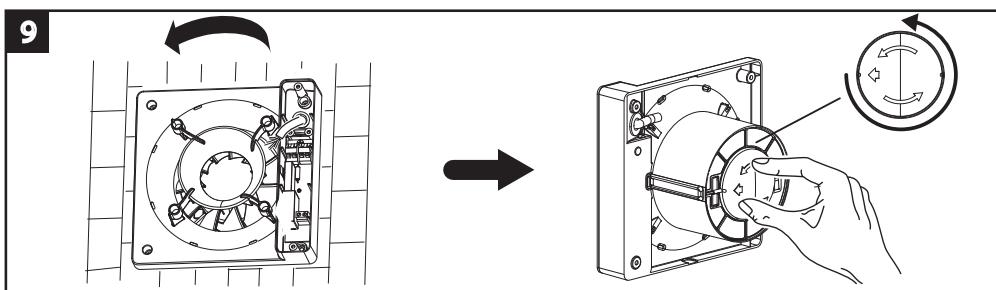
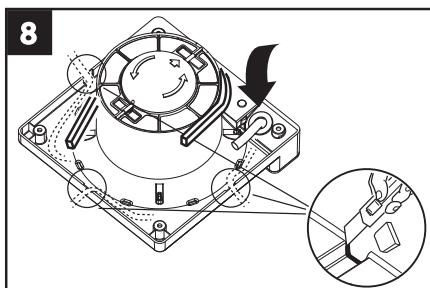
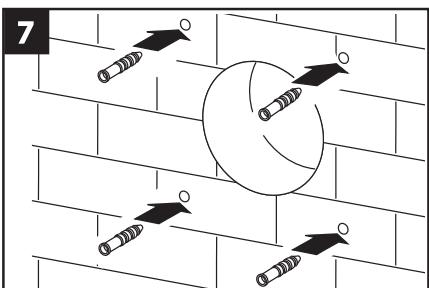
The crossed-out wheeled bin symbol on the appliance indicates that, at the end of its life, the product should not be discarded together with household waste but must be taken to a separate collection point for electrical and electronic equipment. This will avoid negative effects on the environment and health, and will encourage correct treatment, disposal and recycling of the materials from which the product is made.

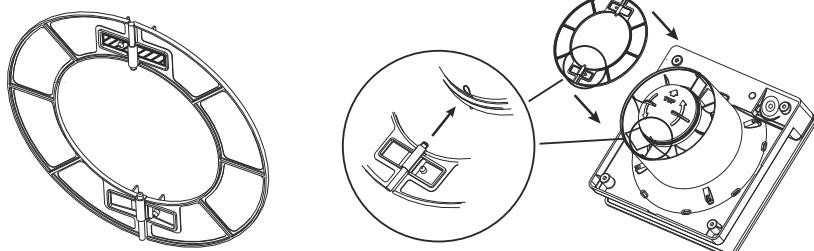
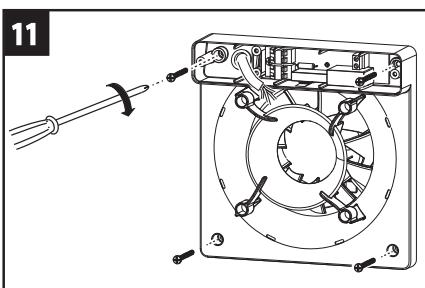
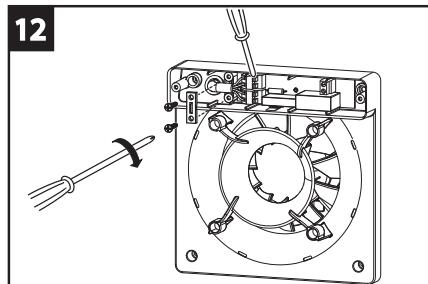
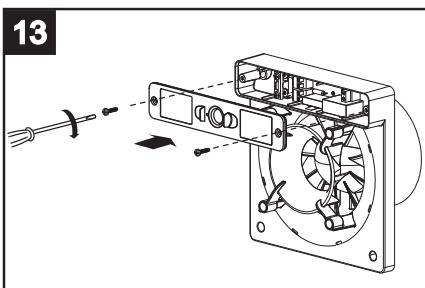
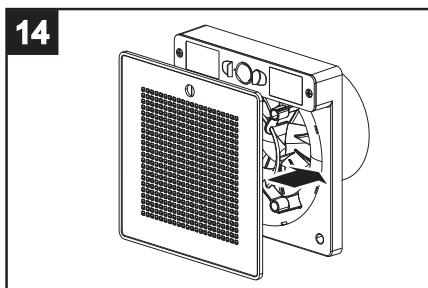
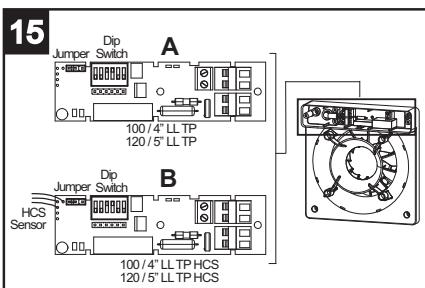


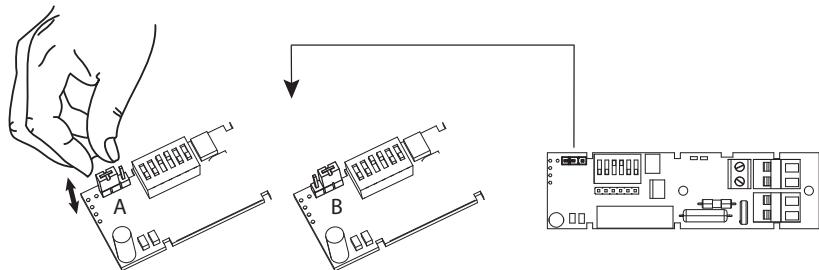
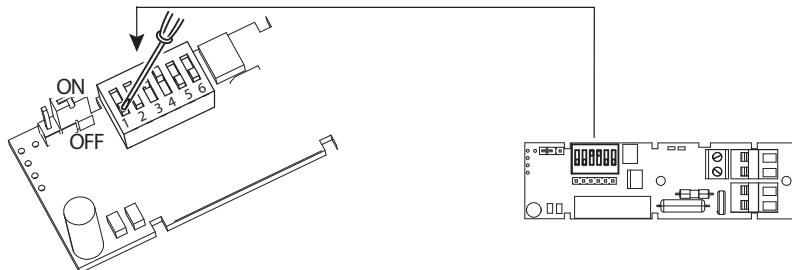
Contact the municipal authority for the location of this type of facility. Alternatively, the distributor is obliged to take back the appliance to be disposed of free of charge in exchange for the purchase of an equivalent appliance.

FIGURE

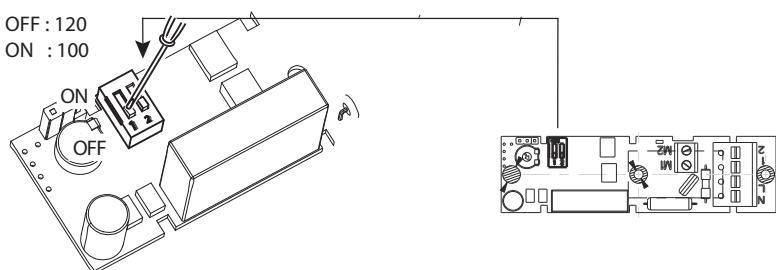




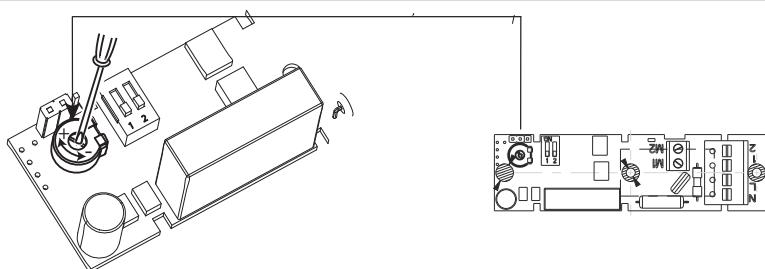
10b**11****12****13****14****15**

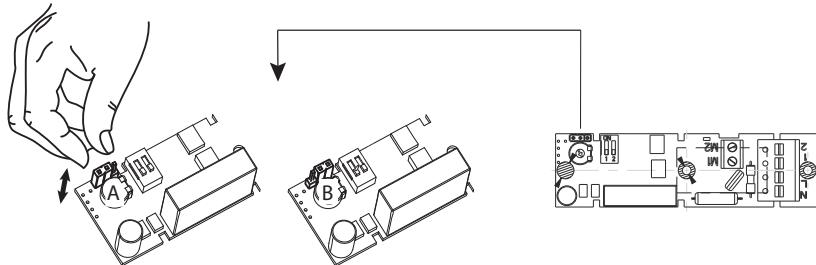
16**17****18**

OFF : 120
ON : 100

**19**

OFF : 120
ON : 100



20**21**

N - 1= Min speed

N - 2= Max speed

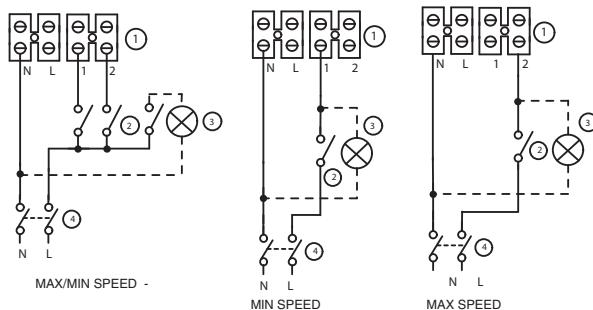
100/4" LL

① Terminal block -

② Max and min speed switches -

③ Lamp

④ 2 poles switch -

**22**100/4" LL TP - 100/4" LL TP HCS
120/5" LL - 120/5" LL TP - 120/5" LL TP HCS

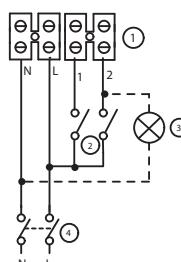
① Terminal block -

② Max and min speed switches

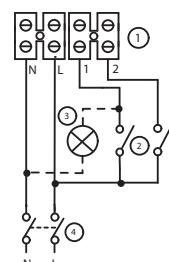
③ Lamp

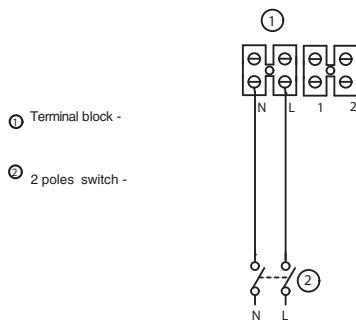
④ 2 poles switch

a



b



23100/4" LL T PIR
120/5" LL T PIR**24**

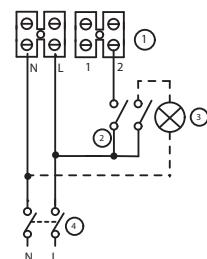
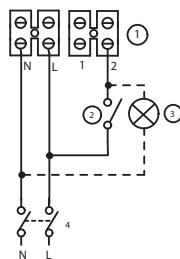
100/4" LL T - 120/5" LL T

1 Terminal block

2 Max and min speed switches

3 Lamp

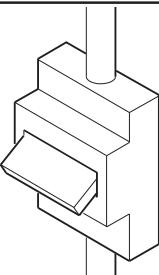
4 2 pole switch



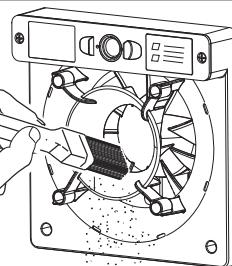
25 **开** ON



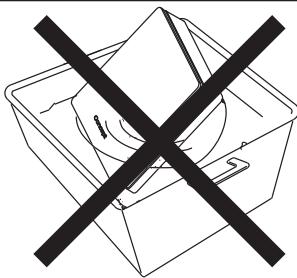
OFF



26



27



1. DIRITTI DEI CONSUMATORI

- Il consumatore dispone per legge, a titolo gratuito, di rimedi per i difetti di conformità dei prodotti nei confronti del venditore che non sono pregiudicati dalla presente garanzia convenzionale aggiuntiva del produttore.
- La presente garanzia convenzionale offerta da VORTICE S.p.A., con sede in Strada Cerca 2, Frazione di Zoate, 20067, Tribiano (MI) non pregiudica, pertanto, i diritti dei consumatori che sono previsti dalla Direttiva (UE) 2019/771 (c.d. "direttiva garanzia") e dalla relativa legislazione nazionale di attuazione e recepimento nei paesi membri della UE (in Italia v. Codice del Consumo D.lgs. 206/2005).

2. DURATA DELLA GARANZIA CONVENZIONALE

- VORTICE S.p.A. offre la presente garanzia convenzionale su tutti i propri prodotti per il periodo di **2 anni**.
- Per i soli prodotti appartenenti alla famiglia Nordik HVLS Superblade, la garanzia convenzionale offerta da VORTICE S.p.A. ha durata di **5 anni** per le parti meccaniche ed il motore e di **3 anni** per l'inverter.
- La garanzia convenzionale decorre, in tutti i casi previsti, dalla data di acquisto dei prodotti che deve essere comprovata dall'acquirente per mezzo di idoneo documento fiscale rilasciato dal venditore (scontrino o fattura), che deve indicare la data di acquisto ed il modello di prodotto acquistato.

3. CONDIZIONI DELLA GARANZIA CONVENZIONALE - ESCLUSIONI

- Nel periodo di garanzia previsto, VORTICE S.p.A. si impegna, attraverso la propria rete di assistenza e dopo aver effettuato le opportune valutazioni tecniche, a riparare o a sostituire il prodotto o le parti del prodotto stesso che risultino affette da difetti originari di fabbricazione. I rimedi della sostituzione o della riparazione sono posti in essere senza spese per il soggetto qualificabile come Consumatore a norma di legge.
- Sono esclusi dalla garanzia convenzionale tutti i difetti e/o i guasti derivanti da:
 - normale usura del prodotto o dei componenti del prodotto medesimo;
 - utilizzo non corretto o improprio del prodotto, in difformità rispetto alle istruzioni ed alle avvertenze fornite da VORTICE S.p.A. unitamente al prodotto medesimo;
 - installazione del prodotto in difformità rispetto alle istruzioni fornite da VORTICE S.p.A. o comunque in difformità rispetto alla regola dell'arte vigente in materia di installazione di prodotti elettrici;
 - errato allacciamento alla rete di alimentazione elettrica o da tensione di alimentazione diversa da quella prevista per l'apparecchio, ovvero diversa dal limite stabilito dalla norma CEI (+/- 10% del valore nominale);
 - manutenzione errata e/o carente e/o effettuata in difformità rispetto alle istruzioni fornite da VORTICE S.p.A.;
 - manutenzione e/o altri interventi effettuati da personale non autorizzato o da soggetti non autorizzati da VORTICE S.p.A.;
 - guasti derivanti da errate condizioni di trasporto o di magazzinaggio del prodotto non imputabili a VORTICE S.p.A.;
 - modifica del prodotto da parte di soggetto diverso da VORTICE S.p.A. o non espressamente autorizzato per iscritto da quest'ultimo.

4. PROCEDURA DI VALIDAZIONE DELLA GARANZIA CONVENZIONALE - INTERVENTI

- Per fare valere la garanzia convenzionale il consumatore dovrà inviare il documento fiscale comprovante la data di acquisto unitamente alla presente pagina, contenente l'indicazione del numero di matricola del prodotto, agli indirizzi indicati nel successivo paragrafo 4.2.
- Modalità di esecuzione degli interventi e indirizzi e-mail di contatto:
 - per prodotti ATEX: gli interventi saranno eseguiti presso la Sede VORTICE S.p.A.; scrivere un'e-mail all'indirizzo postvendita@vortice.it o contattare il numero 02906991;
 - per i prodotti Climatizzazione: gli interventi saranno eseguiti presso il domicilio del cliente per i prodotti che necessitano di installazione e per quelli che non sono facilmente trasportabili, oppure in tutti gli altri casi presso uno dei Centri di Assistenza Tecnica autorizzati da VORTICE S.p.A.; scrivere un'e-mail all'indirizzo postvendita@vortice.it o contattare il numero 02906991;
 - per tutti gli altri prodotti: gli interventi saranno eseguiti presso uno dei Centri di Assistenza Tecnica autorizzati da VORTICE S.p.A., identificabili contattando il numero verde 800.555.777.



La prestazione eseguita in garanzia non prolunga il periodo di validità della garanzia stessa. Pertanto, in caso di sostituzione del prodotto o di un suo componente, sul bene o sul singolo componente fornito in sostituzione non decorre un nuovo periodo di garanzia a partire dal momento dell'effettuazione dell'intervento, in quanto si deve tener conto esclusivamente della data di acquisto del prodotto originario.

5. ESTENSIONE TERRITORIALE

La presente garanzia è valida su tutto il territorio italiano.

CONF.	COLL.
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WARRANTY - OTHER COUNTRIES

The consumer has by law, free of charge, the legal guarantee of conformity with the seller, as described in Directive (EU) 2019/771 in force since January 1, 2022. In EU member countries also refer to local regulations.

PAÍSES DE AMÉRICA LATINA GARANTÍA ESTÁNDAR VORTICE LATAM S.A.

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1. DERECHOS DEL CONSUMIDOR

1.1 El consumidor dispone por ley, de forma gratuita, recursos por la falta de conformidad de los productos frente al vendedor que no se ven afectados por esta garantía estándar adicional del fabricante.

2. DURACIÓN DE LA GARANTÍA ESTÁNDAR

2.1 VORTICE LATAM S. A. ofrece esta garantía estándar por un período de 2 años.

2.2 Para productos de la familia Nordik HVLS Superblade, la garantía estándar ofrecida por VORTICE LATAM S.A. tiene una duración de 5 años para las partes mecánicas y motor y de 3 años para el inversor.

2.3 La garantía estándar comienza, en todos los casos previstos, a partir de la fecha de compra de los productos que deberá ser acreditada por el comprador mediante un documento fiscal emitido por el vendedor (recibo o factura), que debe indicar la fecha de compra y el modelo del producto adquirido.

3. CONDICIONES DE LA GARANTÍA ESTÁNDAR - EXCLUSIONES

3.1 Durante el período de garantía, VORTICE LATAM S. A. se compromete, a través de su red de asistencia y previa realización de las oportunas valoraciones técnicas, a reparar o reemplazar el producto o partes del producto que estén afectadas por defectos de fabricación originales. La sustitución o las reparaciones se realizan sin costo adicional para la persona calificada como consumidor según la ley.

3.2 Quedan excluidos de la garantía estándar todos los defectos y/o fallas derivados de:

- a) desgaste normal del producto o de sus componentes.
- b) uso incorrecto o inadecuado del producto, contrario a las instrucciones y advertencias proporcionadas por VORTICE LATAM S. A. junto con el producto mismo.
- c) instalación del producto no conforme a las instrucciones proporcionadas por VORTICE LATAM S.A. o en cualquier caso no conforme a la normativa vigente en instalación de productos eléctricos.
- d) conexión incorrecta a la red de alimentación eléctrica o a una tensión de alimentación diferente de la prevista para el equipo.
- e) mantenimiento incorrecto y/o deficiente y/o realizado de forma contraria a las instrucciones proporcionadas por VORTICE LATAM S. A.
- f) mantenimiento y/u otras intervenciones realizadas por personal no autorizado por VORTICE LATAM S. A.
- g) fallas derivadas de condiciones incorrectas de transporte o almacenamiento del producto no imputables a VORTICE LATAM S. A. ni modificación del producto por persona ajena a VORTICE S. p. A. o no autorizada expresamente por escrito por éste.

4. PROCEDIMIENTO DE VALIDACIÓN DE LA GARANTÍA ESTÁNDAR – REPARACIONES

4.1 Para hacer efectiva la garantía estándar, el consumidor deberá enviar el documento fiscal que acredite la fecha de compra junto con esta hoja a VORTICE LATAM S.A., indicando el número de serie del producto.

4.2 Las intervenciones se realizarán en uno de los Centros de Asistencia Técnica autorizados por VORTICE LATAM S.A. El servicio realizado bajo garantía no extiende el período de validez de la garantía. Por lo tanto, en caso de sustitución del producto o de uno de sus componentes, no se inicia un nuevo período de garantía sobre el bien o sobre el componente individual suministrado como sustitución a partir del momento en que se realiza la intervención, ya que sólo debe indicarse la fecha teniendo en cuenta la compra del producto original.

Procedimiento para la realización de las intervenciones y direcciones de correo electrónico de contacto:

- para productos ATEX: las reparaciones se realizarán en la sede de VORTICE LATAM S. A.; Escriba un email al correo info@vortice-latam.com o comuníquese al número + (506) 87346996;
- para los productos que requieren instalación y para los que no son fácilmente transportables las reparaciones se realizarán en el domicilio del cliente; Escriba un email a info@vortice-latam.com o comuníquese al número + (506) 87346996;
- Para todos los demás productos: las reparaciones se realizarán en uno de los Centros de Asistencia Técnica Autorizado por VORTICE LATAM S. A. identificable comunicándose con el número + (506) 87346996.

5. EXTENSIÓN TERRITORIAL

Esta garantía es válida en todos los países de América Latina donde se vende este producto.

GARANTÍA - OTROS PAÍSES

El consumidor tiene por ley, de forma gratuita, la garantía legal de conformidad con el vendedor, tal y como se describe en la Directiva (UE) 2019/771 en vigor desde el 1 de enero de 2022. En los países miembros de la UE también consulte las normativas locales.



VORTICE S.p.A. reserves the right to make improvements to products at any time and without prior notice.

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