



RIDO

BORD 190

OPERATIONAL MANUAL

EN 

BRAGER[®]

BRAGER Sp. z o.o.

ul. Rolna 11, 63-300 Pleszew

phone no.: 795-750-933, 795-750-683

e-mail: serwis@brager.com.pl, www.brager.com.pl

EU Declaration of Conformity No. 0066/2021

Brager Sp. z o. o. Pleszew ul. Rolna 11,
63-300 Pleszew declares that the product manufactured by us:

Room temperature regulator: Rido Bord 190

meets the requirements of the following directives:

R & TTE Directive 1999/5 / EC replaced by Directive 2014/53 / UE,

2014/30/EU Electromagnetic Compatibility Directive (EMC)

Based on harmonized standards:

PN-EN 55022/2011 replaced with PN EN 50561 – 1/2013

ETSI EN 301-489-1 V2.1.1

ETSI EN 301-489-3 V2.1.1

PN EN 607-30-1, PN EN 607-30-2-9



1. Safety

1.1. General safety notes



Please read the following regulations before using the product. Failure to comply with them may result in personal injury or damage to the device. To ensure the safety of life and property, take the precautions contained in the following manual, as the manufacturer is not responsible for losses caused by improper use of the device or the User's negligence.

1.2 Warnings

- The assembly of the device should be performed by a person having the appropriate electrician qualifications.
- The device may only be operated by adults.
- Incorrect wiring can damage the device!
- Lightning can damage the device, so during a storm it should be disconnected from the network by removing the main plug from the socket.
- The unit must not be used for purposes other than those intended.
- Before and during the heating season it is necessary to check the technical condition of the cables, check the fixing of the unit, clean it from dust and other dirt.
- The manufacturer reserves the right to make changes in the software and principle of the device's operation without modification of the contents of the manual every time.
-

1.3 Warranty notes



Any modifications and repairs made to the device on one's own may result in the deterioration of its operating parameters and safety of its use. Carrying them out is tantamount to losing the warranty for the device.

2. *Intended use*

Room temperature regulator **RIDO**BORD**190** performs several basic functions, significantly increasing comfort of operating heating system and regulating the temperature in controlled room. It is a modern room control panel, equipped with a large touch screen and an intuitive user interface and a built-in sensor that allows you to control the device using gestures. **RIDO**BORD**190**

having numbers of functionalities, it allows to set and control temperature in the selected room, based upon temperature of air as well as underfloor heating. For higher user comfort, it's possible to choose from several predefined modes, including: Party, Holidays, Economic, Airing and Time zones, automatically adjusting temperature to residents' individual needs.

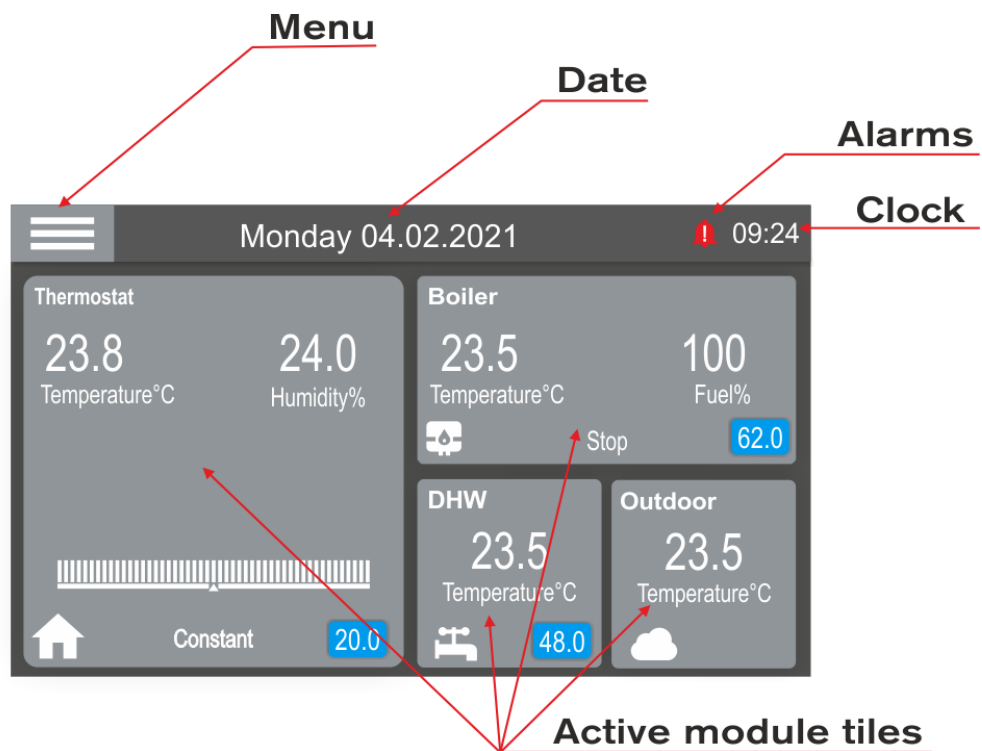
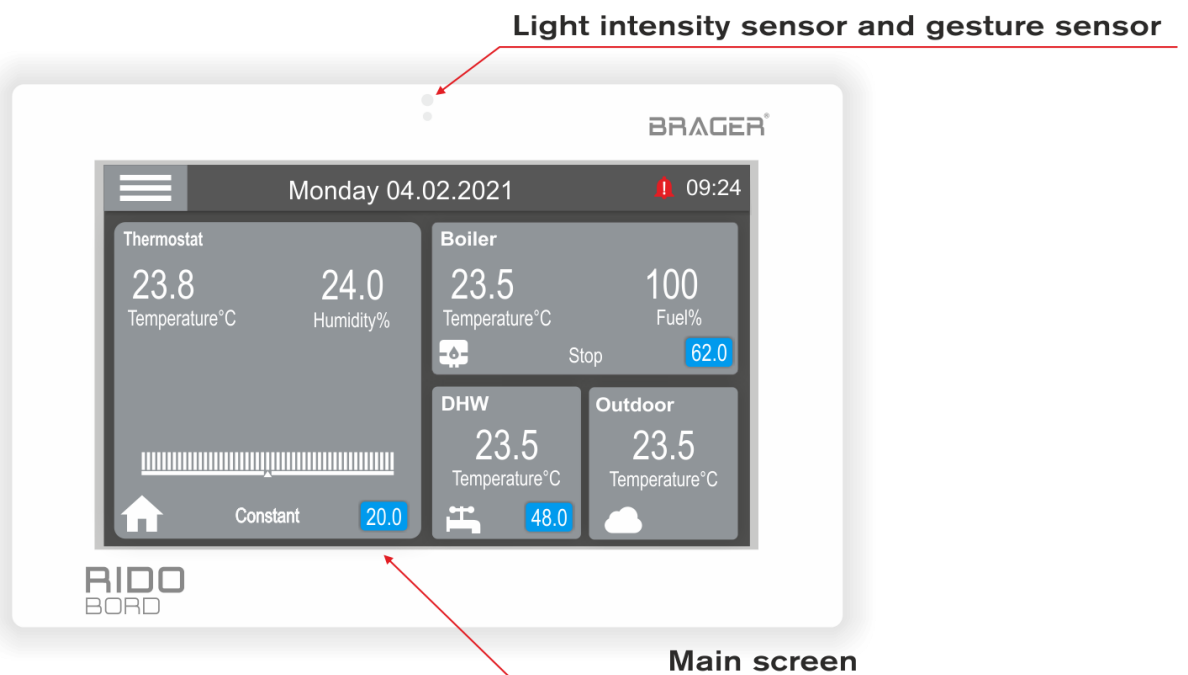
Device is fulfilling the role of a remote panel, enabling the management of boiler's, DHW's, buffer's and/or mixing valves' temperature. It displays current amount of fuel in the tank and informs if any irregularities were to occur. Panel allows to stop and start operation of the pellet boiler and modify basic operating parameters of the heating system.

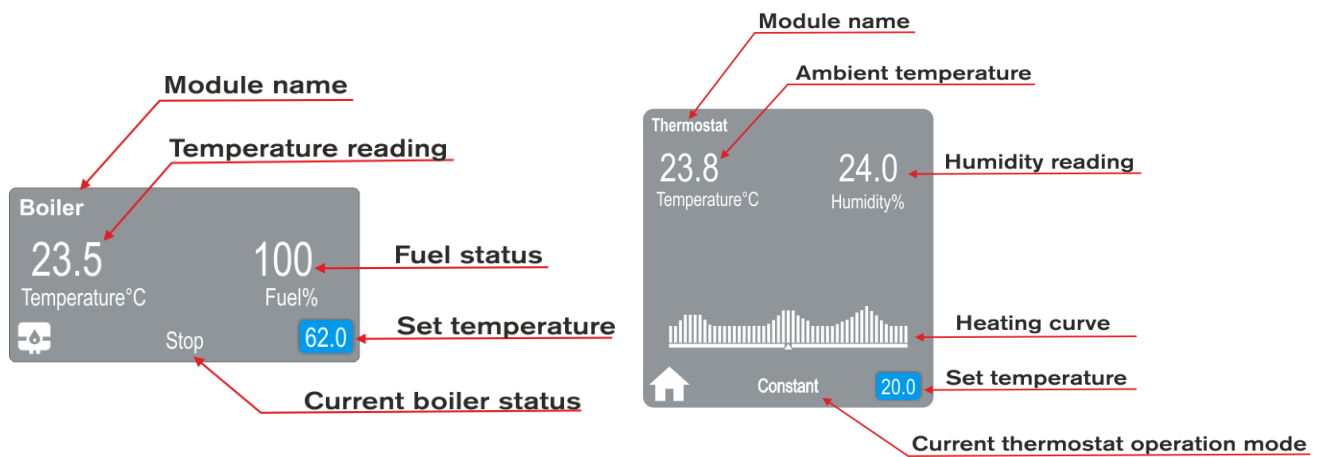
Most important advantages of the device:

- Controlling room temperature based on temperature of air and underfloor heating.
- Ability to change temperature of boiler, DHW, mixing valves and buffer.
- Preview of outdoor temperature.
- Variety of available operating modes.
- PIN lock keeping unauthorized access from parameter modification.
- Changing pump operating mode in heating system.
- Sound alarm.
- Gesture control function.
- Night and day mode.

3. Room control panel

3.1. Visualization of a display and panel





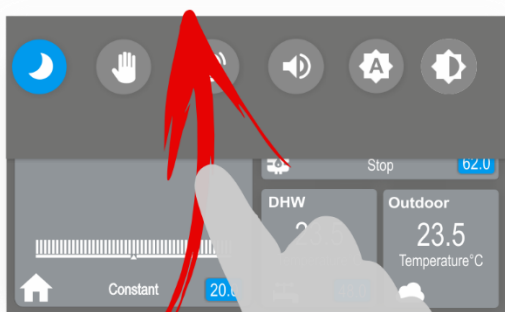
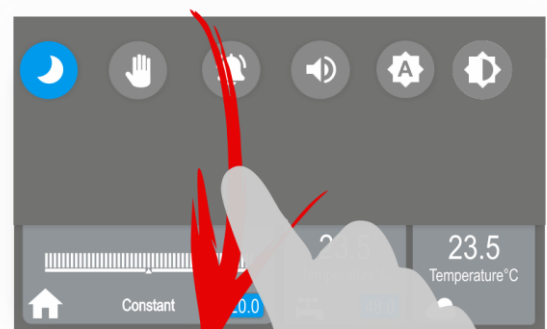
3.2. Navigating the menu



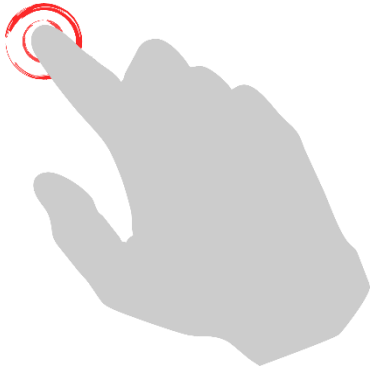
Swipe left - this gesture switches between the main screens, the temperature settings and toggles the status screens. **Swipe right** - this gesture switches between the main screens, the temperature settings and toggles the status screens



Swipe down – responsible for bringing up the quick access menu, the temperature settings and toggles the status screens.



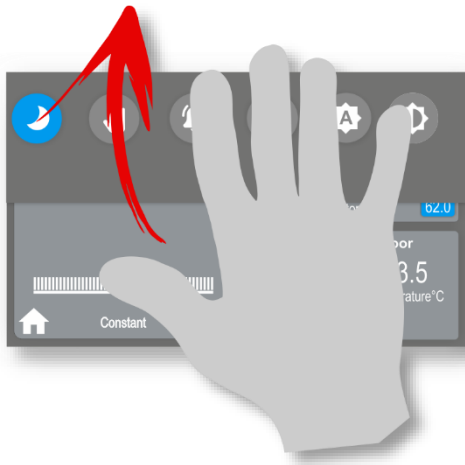
Swipe up –allows exiting bringing up the quick access menu, the temperature settings and toggles the status screens.



Single tap – it used for most of possible actions in the Controller: enter the menu, confirm parameters, etc

3.3. Available gestures

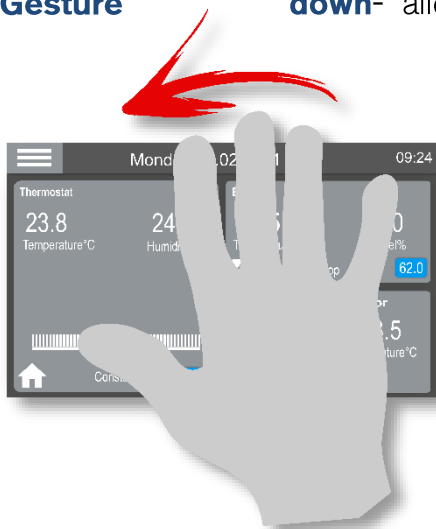
The **RIDOBOARD 190** control panel provides gesture-based movement, performed within the range of a common gesture sensor. With gestures, you can move between tiles (**Gesture left and right**) and quickly access the pop-up menu.



Gesture up - Responsible for bringing up the quick access menu



Gesture down- allows exiting the quick access menu.



Gesture left and right - used to switch between main screens and navigate in menu



4. Handling of the regulator

4.1 First start-up

After starting room temperature regulator **RIDO BORD 190** and display of splash screen, panel will show main screen with tiles. Device gets data directly from boiler regulator, thus number of available tiles on the panel depends on the current number of activated modules within the operated installation.

At any point in time user can configure the panel according to their own needs: Change temperature value of the room, change basic settings related to operating the boiler, DHW, and mixing valves, choose one from six predefined operating modes and change the primary functions specifying work and behaviour of room control panel.

To improve handling of the device, most important settings and temperature readings are found on the main tiles. Number tiles depends on the number of connected modules and functions in the boiler regulator (Fig1).

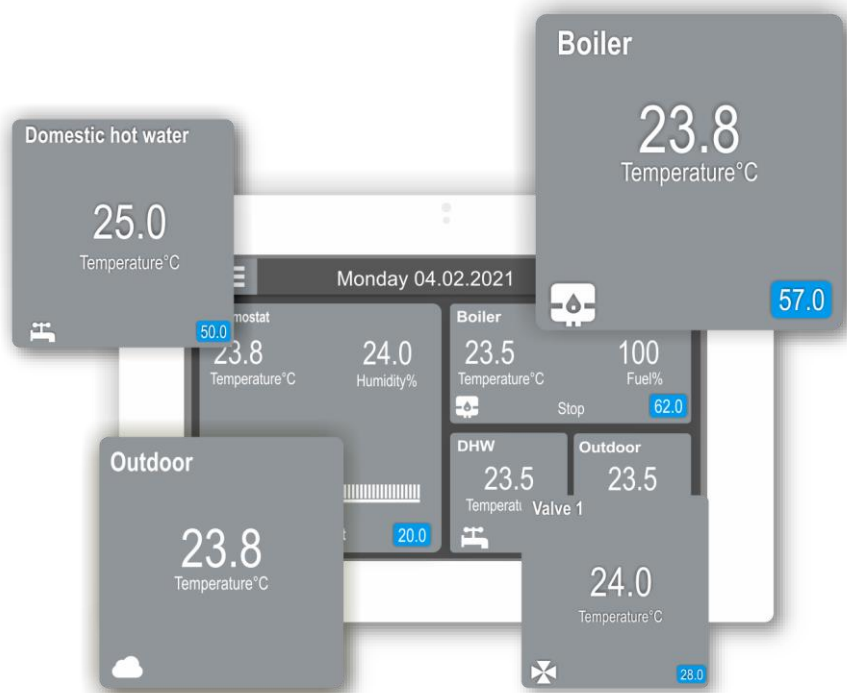


Fig. 1

Tiles besides current parameters, main screens allow for changes in basic settings. Example screen (fig.2) presents temperature readings in the room (value 20,1°C on the example screen) as well as set temperature (value 20,0°C on the example screen). Increasing and decreasing setting values happens by pressing

tile **20.0** Changing the value with the slider, pressing up / down button or scrolling Up / down .

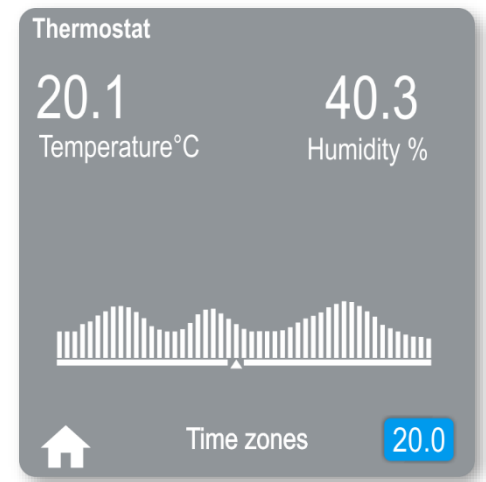


Fig. 2

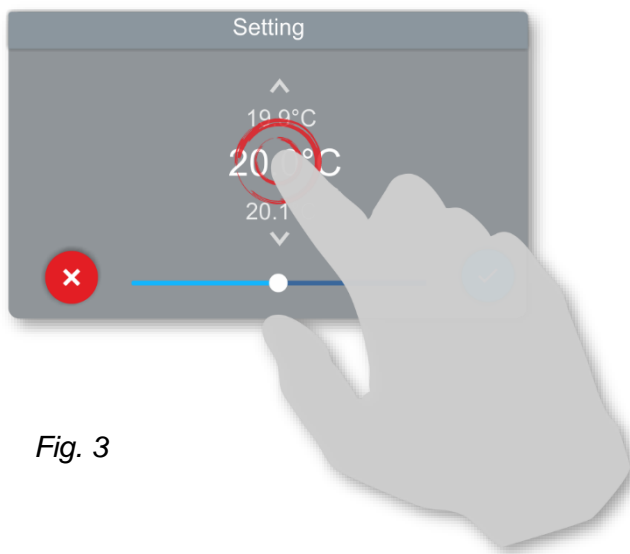
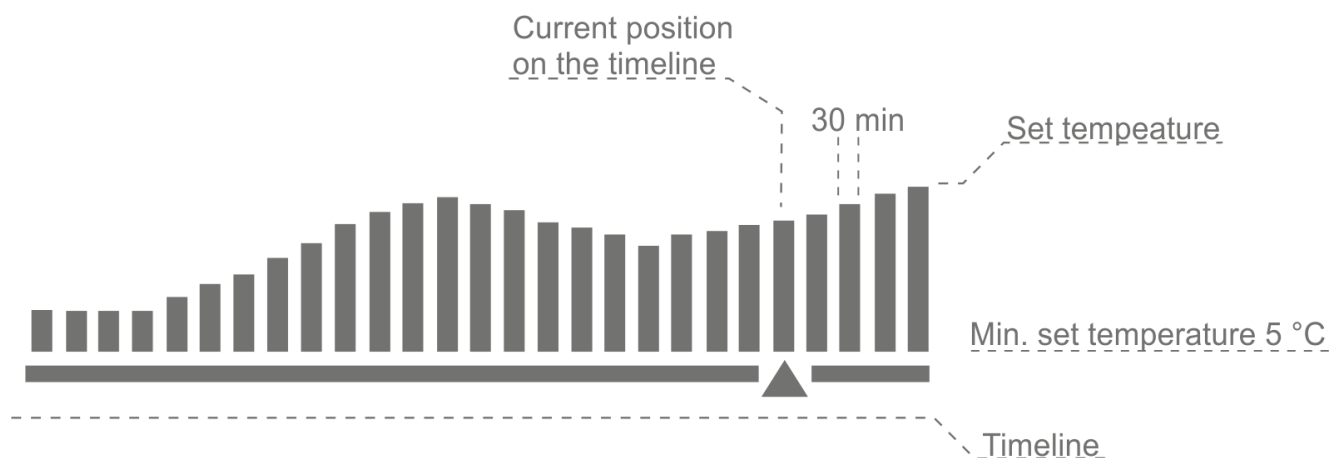


Fig. 3

At the bottom of the tile, there is information about the active mode of the room thermostat. Figure 2 illustrates the running time zone mode, where each vertical dash marks a 30-minute segment of time. Starting this mode activates the temperature histogram at the bottom of the screen, which shows the elapsed time and the set temperature value for each time interval.



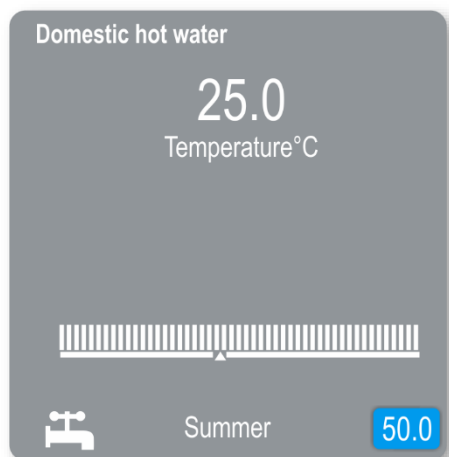


Fig. 4

Figure 4 presents main screen of DHW. Besides visible set and temperature reading of the domestic hot water module, there is also operating mode DHW. (Summer in the example screen), which can be changed by pressing where the mode is displayed.

Histogram found on the bottom of display illustrates time lapse and the preset temperature value for the DHW in individual hours. In case of active “time zones” in the main regulator controlling boiler, heating curve, in room control panel corresponding to set temperature in boiler regulator.

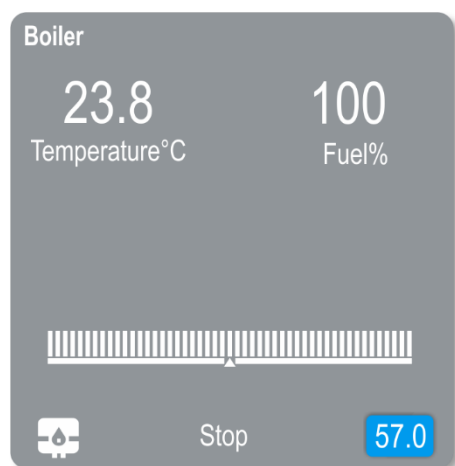
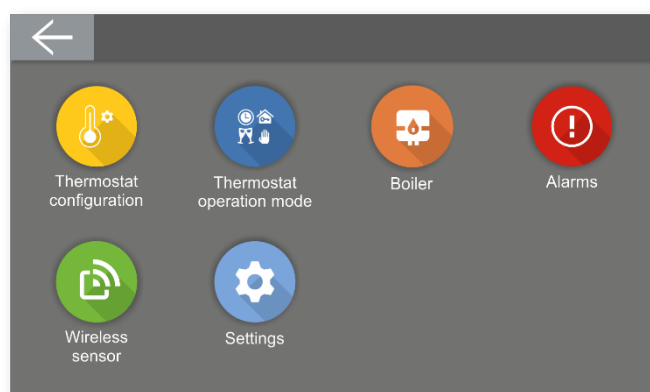


Fig. 5

Figure 5 presents “boiler” main screen with visible current temperature reading (value 23,8°C in example screen) and value of set temperature (57,0°C in example screen), fuel level (100% in example screen) and current boiler status (stop means that the boiler is currently not working).

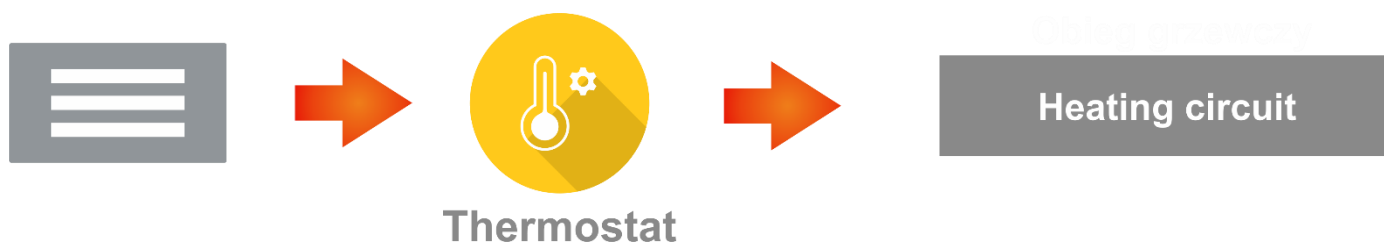
4.2 Initial configuration

Entering main menu is possible by a touching the tile . In order to simplify moving through menu, it has been divided into theme blocks. pressing the selected icon will enter in setting block. Pressing the button causes a step back in position menu.



Most important **RIDOBOARD 190** configuration settings include:

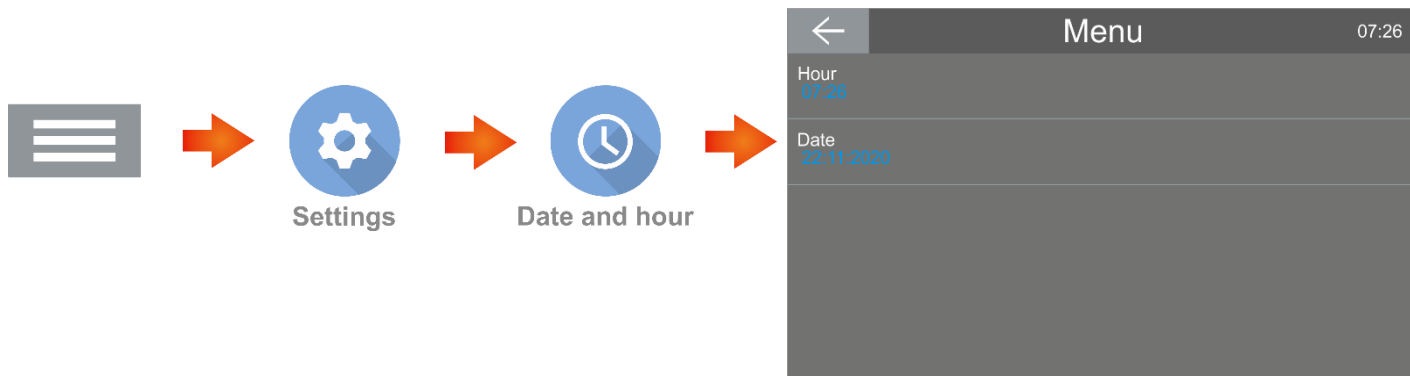
Assigning heating circuit



Room control panel **RIDOBOARD 190** is suited to operate one circulation pump. In case of more advanced installations with more than one heating circuit it's important to specify, which one is to be controlled by the room control panel.

Setting present date and time

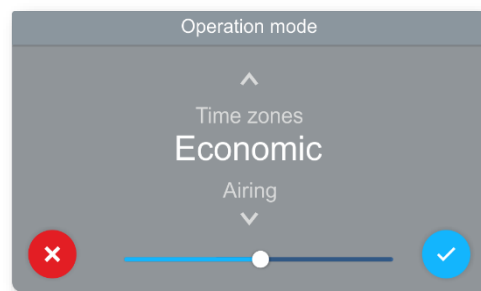
It's possible to set date and time by entering Main menu, Main and choosing block **"Date and Time"**. It's crucial to set date and time correctly, otherwise "time zones" wouldn't work as intended. Temperature regulator displays current time and date in the top bar on the main screens and screen saver, while it's active.



Changing current date and time is possible with arrow or scrolling Up / down. The set date and time are confirmed by pressing the button .

4.3 Operating modes


Room control panel **RIDOBOARD 190** can work at any given moment with one of the many available operating modes. Each one is characterized by different behaviour of thermostat and individual parameters specifying their workings. Figure 6 shows the thermostat's operating modes, which we turn on by pressing the mode name on the thermostat tile..

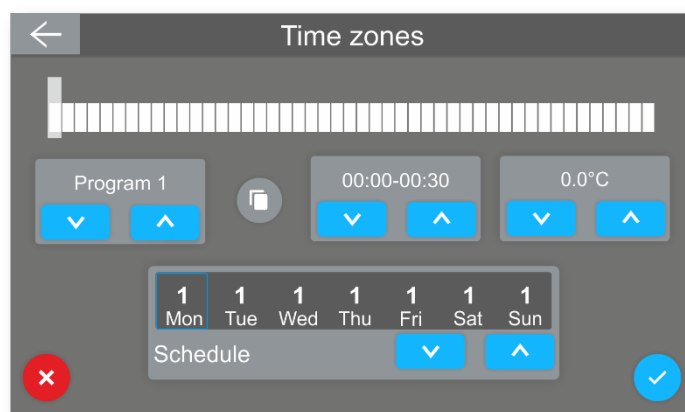


Time zones – in time zones mode it's possible to create 7 independent programs. Defined and selected program will be displayed on main screen in form of a histogram, divided into 30 minutes time segments, in form of rectangular bars. Height of each bar represents value of set temperature. Additionally arrow defines current hour and position on the timeline.

Configuration of time zones settings can be found after entering main menu, choosing "thermostat operating modes" and selecting "Time zone" block.



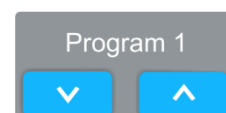
Men Time zones configuration menu is divided into three main blocks. First from the top, illustrates the current appearance of the heating curve and enables to mark the time interval to be modified. The second block contains a tile for program number selection, a tile for precise selection of edited time range, and a tile responsible for set temperature value. Additionally, in the second block, there is a "copy" tile . When pressed, it saves the settings and allows to transfer them to other time ranges.




The last tile, "Schedule" located at the bottom of the screen is responsible for assigning previously configured programs to corresponding days of the week. For "Schedule," first select the day of the week and then use the arrows below.

Example configuration time zones

Select program number in which you want to declare the heating curve.




Next, from the graphic area or  tile,





select the time range for which you want to set the new room temperature setpoint.




If you want to duplicate the set value to other ranges, select the tile . You can copy the set temperature value both in the graphical area (upper bar) as well as with the arrows in the tile responsible for changing the time range.

The next step is to assign the heating curve (Program 1) to selected days of the week.

The **AIDOBOARD 190** allows 7 independent heating curves to be set, each of which you can assign to a selected day of the week.

Save your changes with the button . You can use the button  to exit the configuration mode without saving the changes.

Time zone mode is an additional function which lets you adjust the temperature value according to the momentary demand. You can correct the temperature directly on the main thermostat tile using the setting button .

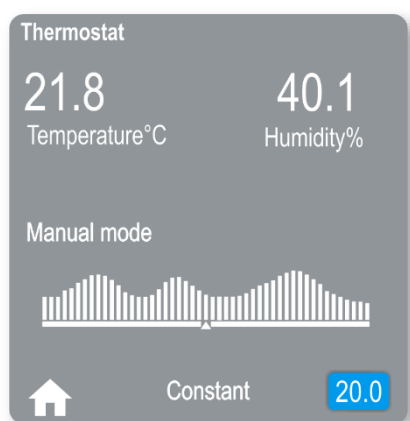


Fig. 7

The changes made will be signaled by displaying "manual mode" above the heating curve in the left part of the screen (Fig.7). The temperature correction is temporary and entering it does not affect the heating curve saved via the time zone configurator.

A temporary temperature correction is introduced for the duration of a time interval with the same temperature value. The correction made to the time zones is illustrated by the heating curve, see Figure 8

When the correction time expires, the regulator will return to operation based on the heating curve settings saved in the program, and the clock icon symbolizing the Time Zones mode will be displayed again.

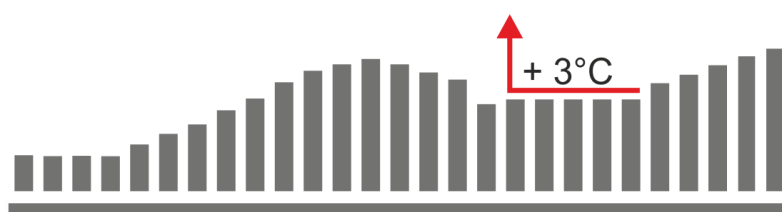


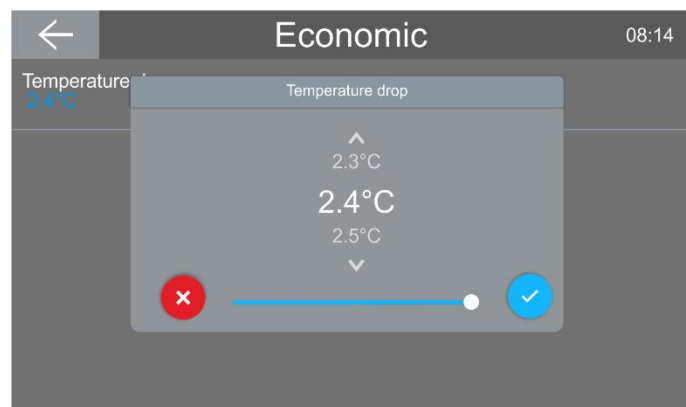
Fig. 8



Thanks to the economic mode, it's possible to enter a constant value of temperature correction to "time zones" mode, for example, setting "Setting drop" to 3°C, regulator will still work based upon heating curve specified in the time zones mode, however correction will have influence on it. Temperature settings value is displayed with already applied correction.



Correction value can be set directly within main menu by selecting the "Thermostat operation mode" icon.

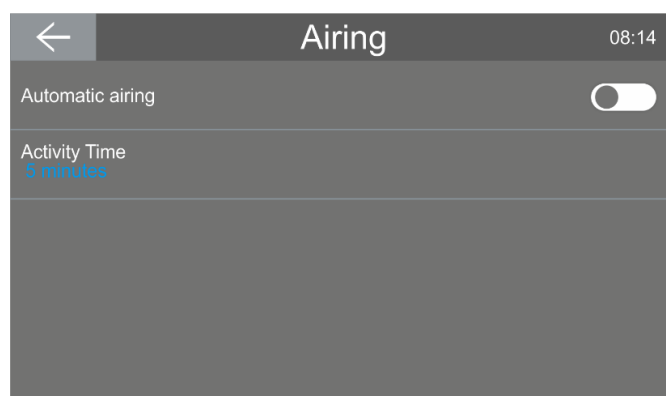


Airing – This mode is designed to work during airing of the room. Selecting this mode will shut down heating for time specified in “Airing time” parameter. Entering airing mode settings is done from main menu, after choosing “Thermostat operation mode” and later “Airing mode”



In thermostat **RIDO BORD 190** it's possible to turn on automatic airing mode. After activation whenever device detects sudden and dynamic temperature decrease in controlled room, “Airing” mode will turn on automatically. This function can be found within “Thermostat operation mode” menu.

After activation of “Airing” mode and specified time (“Activity Time”) has passed regulator will revert back to previous operation mode





Holiday – Holiday mode is adapted to situation, when longer absence from home is planned. Holiday mode configuration is divided into 5 blocks basic settings, found in mode "Holiday" after enter the “Thermostat operation mode” menu.



Holiday mode temperature:

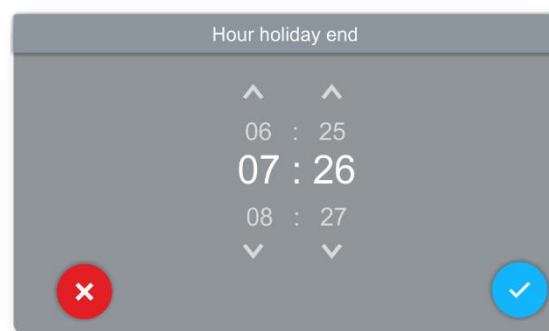
This parameter specifies value of temperature during time of departure. After choosing "holiday" mode value of the set temperature can be changed on main tile "Thermostat" with and setting button **20.0**.

Date and hour holiday end:

This parameter is the date signalling end of holidays, disabling "holiday" mode. Setting end date is done with arrows   scrolling Up/down.



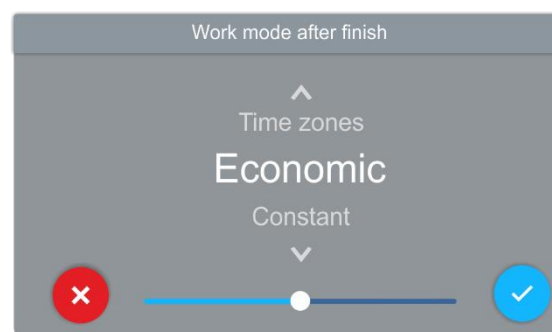
Screen titled "Date holiday end" showing date selection. The date 22/11/2021 is selected. Navigation arrows are present for each field. A red 'X' button is on the bottom left and a blue checkmark button is on the bottom right.



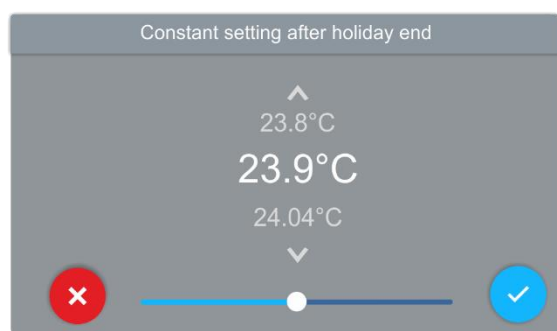
Screen titled "Hour holiday end" showing time selection. The time 07:26 is selected. Navigation arrows are present for each field. A red 'X' button is on the bottom left and a blue checkmark button is on the bottom right.

Work mode after finish:

This parameter defines what operation mode would be selected, after "holiday" mode has ended.



Screen titled "Work mode after finish" showing mode selection. The mode "Economic" is selected. A red 'X' button is on the bottom left and a blue checkmark button is on the bottom right.



Screen titled "Constant setting after holiday end" showing temperature selection. The temperature 23.9°C is selected. A red 'X' button is on the bottom left and a blue checkmark button is on the bottom right.

Parameter "constant setting after holiday end" makes it possible which will replace set temperature after "holiday" mode ends.



Party - Mode adapted for more demanding situations, when there are more people in the room, than usually. Key feature of this mode is security lock, stopping any unauthorized access to parameters and interference with them. Mode can be automatically disabled, after time set in "Turn off after" in main menu device in "operation mode"

Enabling party mode, thermostat will try to keep constant temperature value, equal to the one achieved at the moment of turning this mode on, for time specified in “turn off after”. Option to change any set temperatures is disabled for the duration of “party” mode, main menu and change operation mode are locked with password for that time. After entering correct password user regains full access to the regulator functions.

Constant - Picking “constant” mode allows for setting one temperature value for an entire day. Value of the temperature can be changed on the main tile "Thermostat" with setting buttons 20.0 .

4.4 PIN code management

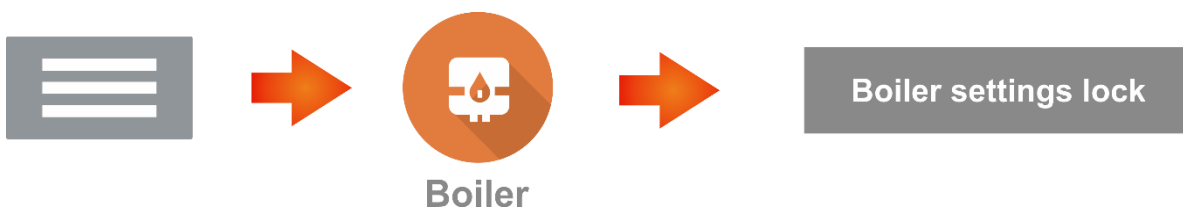
Room control panel is also equipped with optional password protection, from any unauthorized access. Setting PIN code prevents:

- changing boiler set temperature as well as other devices, such as DHW pump or valve pump,
- changing set temperature in the room, while “party” mode is active,
- entering main menu, while “party” mode is active.

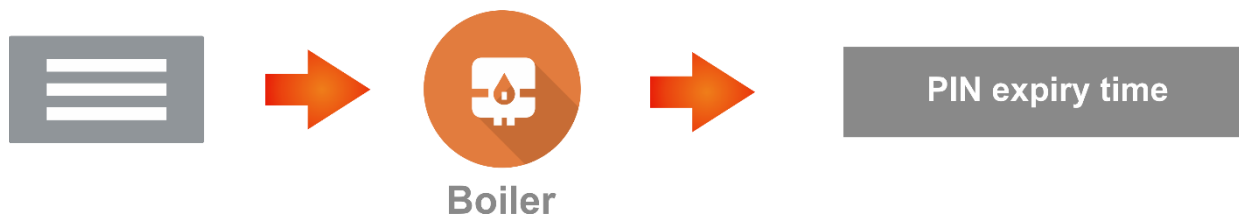
Entering boiler’s menu (whether password protection is turned on or not) is also secured with factory password, that can be changed in device’s menu "System".

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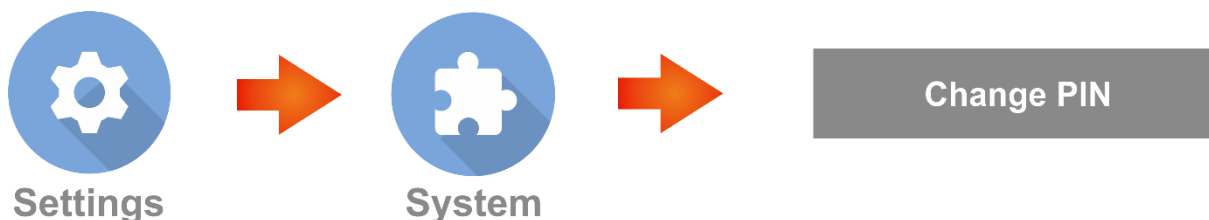
PIN code protection function is activated in regulator’s main menu, inside boiler tab:



After activating password protection, a new parameter will appear that sets the time during which the parameters can be edited after entering the password:



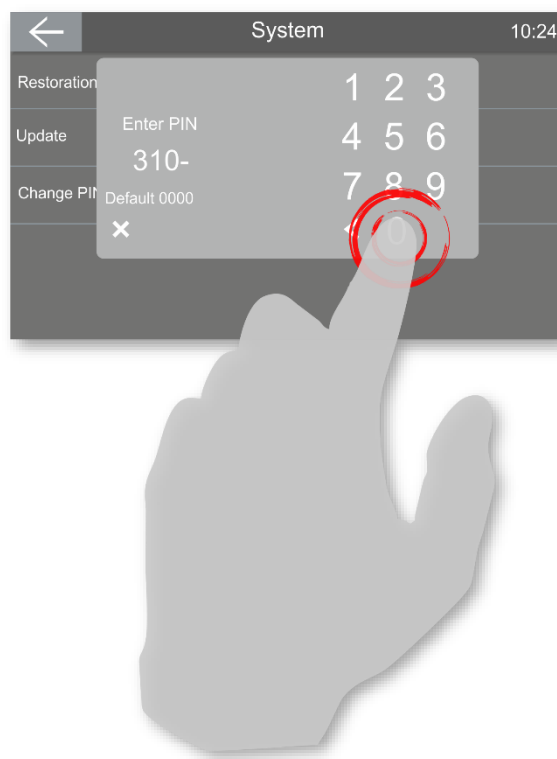
PIN code change can be accessed in menu "System", change PIN:



WARNING!!! - Set password is global, it's valid within any of the regulator's blocks.

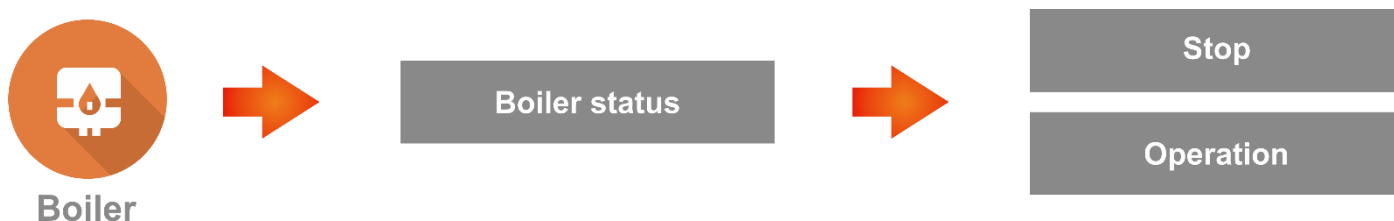
4.5 Boiler configuration

Access to boiler tab is protected with PIN code (whether password protection is turned on or not). After writing the PIN code, access to regulator's (controlling the boiler) advanced settings is granted. Number of displayed parameters depends on type of the boiler, type of the regulator and its functions..



Boiler status

In standard boilers this function is for reference only, determining current status of the boiler (run/stop). In pellet boilers, equipped with automatic igniter, it's possible to set status of the boiler, putting boiler into operation or stopping it.



Boiler operating mode

Room control panel **RIDOBOARD 190** is equipped with functions, enabling it to choose operating mode for circulation pumps, installed in the central heating system.



In order to improve handling of different operating modes, they've been divided into following blocks:

Winter	Summer	Auto Winter/ Summer
<p>Both pumps are operating (Central heating and DHW)</p> <p>DHW priority function is enabled.</p>	<p>Only DHW pump is operating</p>	<p>DHW pump is operating</p> <p>Central Heating pump is operating</p> <p>about pump operation, it is determined by the reading of the external temperature sensor.</p>

Domestic hot water priority

If this parameter is set to "enabled", the CH system pumps (CENTRAL HEATING PUMP, VALVE PUMP) are switched off and the water in the hot service water tank is prepared first. The main temperature that is the basis for operation of the boiler is the hot water temperature, and it receives a higher priority than the temperature set on the boiler.

Temperature set lock

Enabling and handling the protection code is addressed in the point 4.4.

4.6 Parameters configuration

Thermostat configuration



Heating circuit – Parameter defines pump (heating circuit), to be operated by the room control panel. More on configuration found in point 4.2.

Antifreeze temperature Parameter sets the lowest value of temperature allowed in the chosen heating circuit. Below that temperature, room control panel enters **RIDO**BORD190 emergency operating mode, to not let water freeze within the installation. Parameter can take value from 5°C, up to 10°C, otherwise this function can be entirely disabled.

Ambient hysteresis – Parameter determines the temperature difference needed for pump restart. After achieving set temperature in the room, pump is turned off, only dropping temperature by the value of hysteresis will turn pump back on. For example, if temperature set in the room is 22°C and hysteresis' value is 2°C, for pump to start working again temperature in the room must drop to 20°C. (Available range: 0,1 - 5°C, factory setting: 0,3°C)

Ambient temperature sensor correction – Parameter allows for small adjustments to room temperature reading, eliminating any difference between real temperature and one measured by ambient sensor.

Temperature sensor – This function allows you to specify the temperature measurement source of the thermostat. By default, the "Internal sensor" function is enabled (mounted inside the room panel). You can download information from an external wireless sensor, e.g. , **CLIMATE**SENSO which in addition to temperature information can also provide information about air pressure and humidity.

Warning!!! External wireless sensor is not included.

Wireless sensor

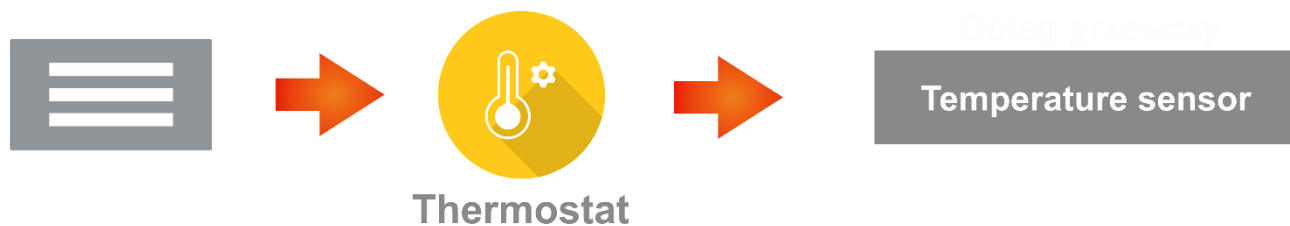


RIDOBORD190 room panel has been featured with the possibility of adding an external temperature sensor. Depending on the sensor type, additional information is provided to the panel, e.g. temperature, humidity, pressure. External sensors that work with the room panel are:

- **TEMPERATURE**SENSO
- **CLIMATE**SENSO



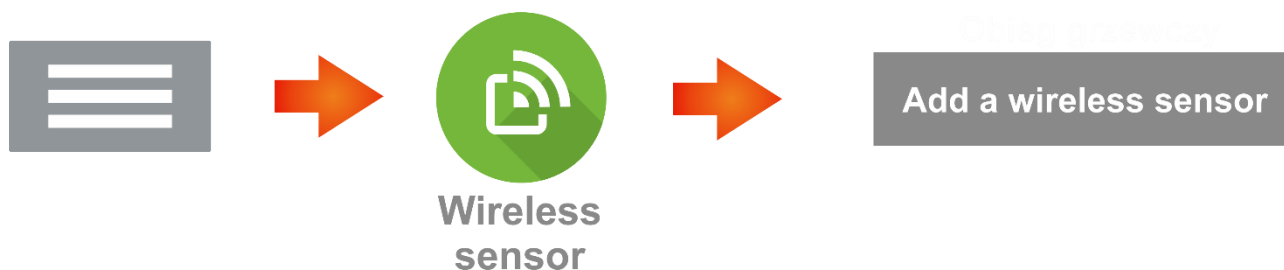
The temperature sensor can work as a master tool for the room panel. This configuration means that the room panel does not use the built-in temperature sensor but takes information from the external sensor. To activate this function, enter the menu and launch the thermostat configuration tile:



Pairing an additional wireless sensor

The pairing process will be demonstrated with **CLIMATE**SENSO the device, which provides information on humidity and atmospheric pressure along with temperature.

First, from the main menu on the device, launch the "Wireless sensor" tile and start the pairing process.



Then the message "**Press pair on wireless sensor**" will be displayed

Pressing pairing button (Fig. 9) on the **CLIMATE**SENSO

When the pairing process is successful, the display will show the parameters received from the wireless sensor.

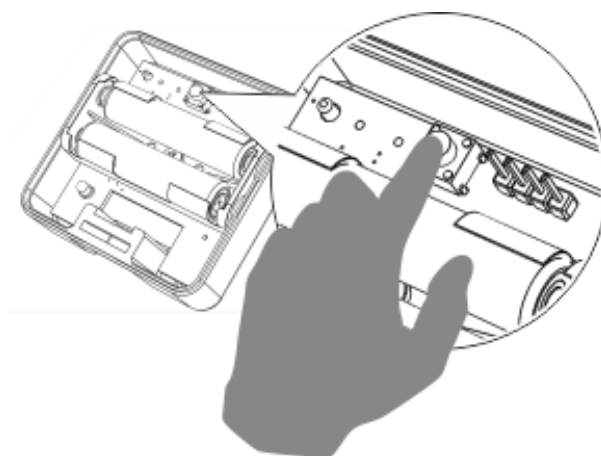


Fig. 9



Display – Room control panel **RIDOBOARD 190** operates brightness system of display. (automatic brightness with the ability to adjust the brightness from -50% to 50% or manually set the brightness level), night mode, and an automatic night mode feature that allows you to set its start time as well as its end time. Access to settings is available in menu "Settings", within "Display" block.



Sound – This option enables or disables the click sound and the alarm.



Gestures – This option enables or disables the gestures.



Date and time – date and time parameters can be found in "general" menu in "Date and time" block. Setting current date and time is crucial for proper functioning of operation modes. Date and time are always present on the top bar on main screens as well as on the screen saver, if it's enabled.



Settings



Date and hour



The date and time are set by the



arrows or scrolling up/down. The set date and time

are confirmed by pressing the button





Device information – Parameter contains all information about the device and connected modules:

- Thermostat version
- Valve module version
- Internet module ID
- Controller version
- Configuration version



System– Menu „System“ allows you to change the PIN code, update the software and restore initial settings.

Software update – The **RIDO BORD 190** room panel allows for software upgrades* via the card slot located on the back of the controller panel. The update is done through the memory card .

*concerns software update in the panel

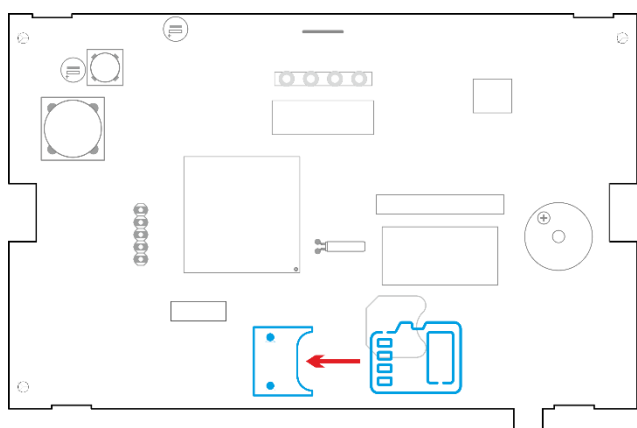


Fig. 11

An appropriate file with the *.bin* extension is required for a correct update. The next step is to prepare the update file. Rename the program file to update *.bin* and copy this file to the memory card. Then insert it into the card slot accessible by removing the back cover (Fig. 16 and 17). The next step is to find the "System" tab in the "Settings" menu and then select "Software update".

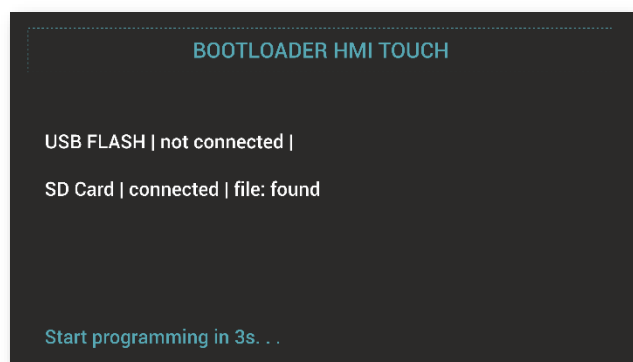


Fig. 12

The **Software Update** screen will then appear, where you must select "Yes". After confirming the update, the device will enter the programming mode. The status of the update file will tell you whether it has been prepared correctly Fig.12:

SD Card | connected | File: found

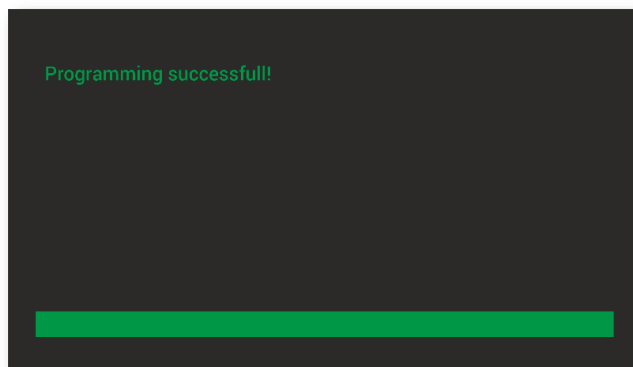


Fig. 13

After a moment, the panel will be programmed, and when this process is complete, a message will be displayed on the screen: "Programming successful!", which indicates that the upgrade process was successful. Fig. 13

5. Device parameters

5.1 Regulator operating conditions

Parameter	Value/ Range
Power supply	6-9V DC
Humidity range	30 - 75%
Ambient temperature	5 - 40°C
Maximum operating temperature of temperature sensors	100°C

5.2 Zestawienie parametrów urządzenia

Thermostat

Heating circuit	Antifreeze temperature
Ambient hysteresis	Temperature sensor correction
Temperature sensor	

Boiler

Boiler status	Temperature set lock
Domestic hot water priority	DHW operation mode

Settings

Display	Gestures
Automatic brightness	Device information
brightness level	System
Night mode	restore initial settings
Auto night mode	Software update
Sound	Change PIN code
date and hour	

Thermostat operation mode

Time zones	Holiday
Airing	holiday setting
Auto airing	Date holiday end
Activity time	Hour holiday end
Economic	mode after finish holiday
Setting drop	constant setting after holiday end
Party	Auto turn off after time

6. Alarms

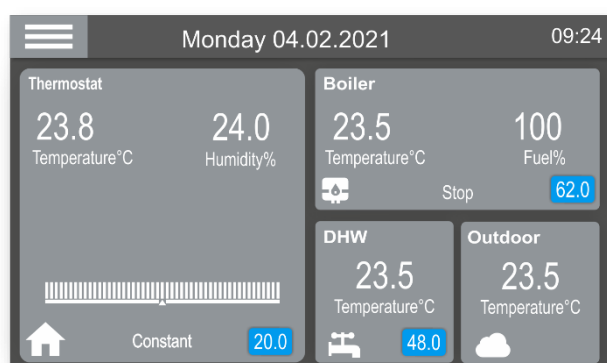


Fig. 13

During room control panel **RIDO**BORD 190 work, emergency situations and alarming states can occur, signaled by a red bell symbol, found on the right upper side of the display

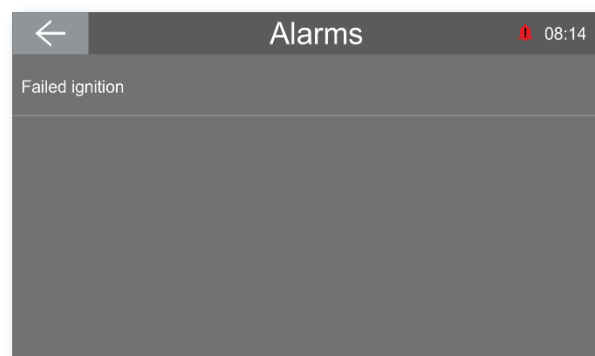


Fig. 14

All alarms, those that occurred on the room control panel and those from boiler regulator, are shown on the alarm list in menu "Alarms". (Fig. 14).

WARNING!!! - - Alarms found in the room control panel are deleted, after their cause is resolved.

Alarms listed below can appear in the room control panel:

Errors sent from boiler regulator:

- Boiler temp. measurement error - means missing or damaged sensor
- Domestic hot water temp. measurement error - means missing or damaged sensor
- Feeder temp. measurement error - means missing or damaged sensor
- Feeder error

- Boiler emergency threshold exceeded– Boiler emergency threshold exceeded (boiler temperature above 94°C)
- Domestic hot water overheat – the temperature of the bin Domestic hot water has exceeded the maximum allowable temperature.
- Feeder overheat – the feeder temperature has exceeded the maximum value
- STB overheating - the external safety thermostat has tripped. The alarm can be canceled after the boiler temperature drops below 60 ° C
- No fuel– low fuel level

Errors caused by the room control panel:

- Floor sensor error
-

7. Assembly

7.1 Device assembly

In order to mount **RIDO BORD 190** on the wall, it's important to read manuals below, especially regarding order of fulfilling steps.

Step 1 – Opening back cover

Press two small handles, found on the bottom of the panel (fig. 15) and next separate back cover from the main panel (fig. 16).

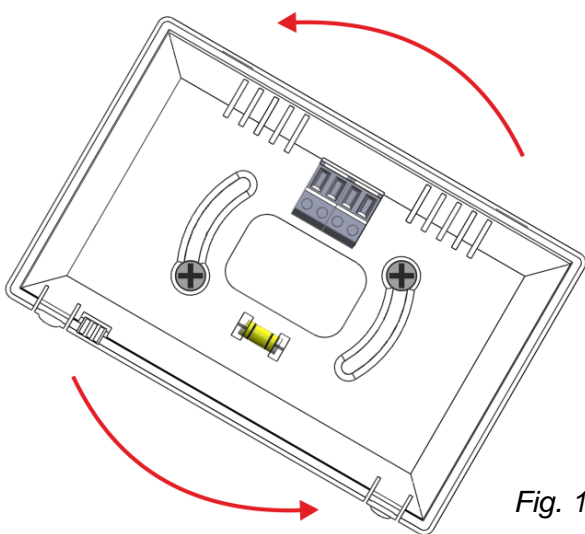


Fig. 15

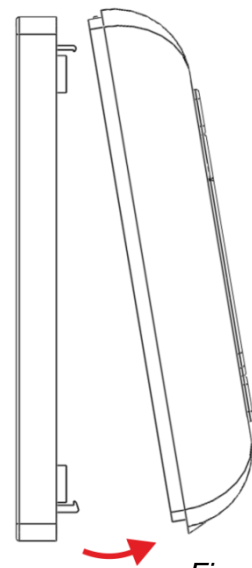


Fig. 16

Step 2 – Mounting back cover on the wall

Place 2 expansion plugs, keeping distance of 60mm between them. Next, like in the picture 17 and 18, position back cover in horizontal position, using small spirit level inside back cover.

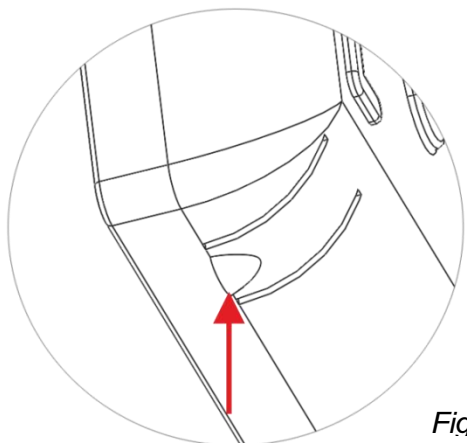


Fig. 17

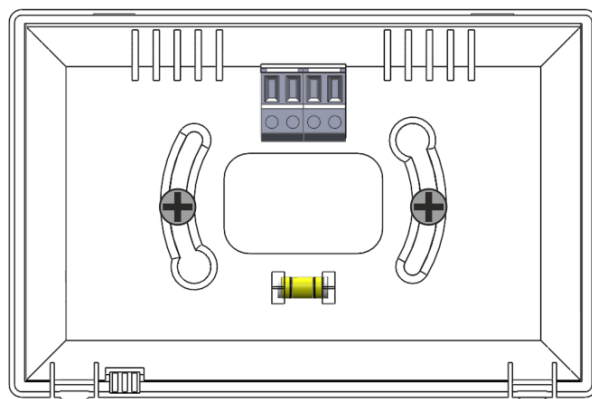


Fig. 18

Step 3 – Connecting the wires

Carry to wires by the window in the back cover, then connect them according to scheme presented in the picture 19.

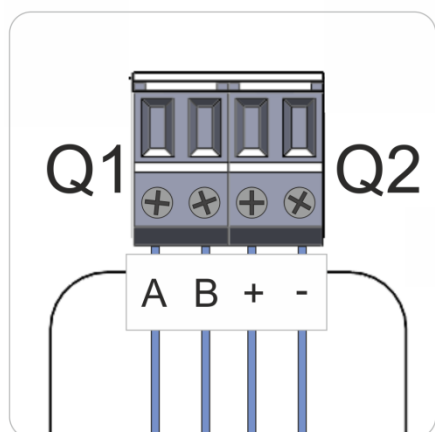


Fig. 19

Q1	Transmission:
	A
	B
Q2	Panel power supply:
	(+)
	(-)

Step 4 – Assembling the device and start-up

To assembly the device, follow first step in the reverse order. First connect upper part of the panel, then the bottom part, like in the picture 20. Correctly assembled device should start immediately.

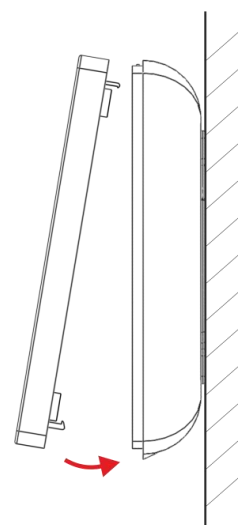
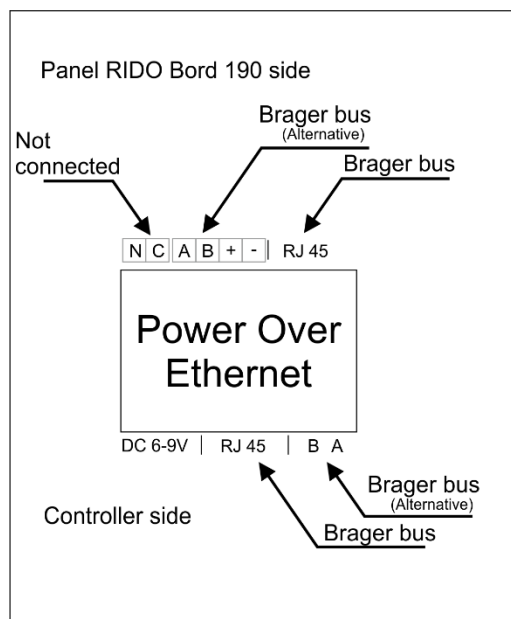


Fig. 20

7.2 Device assembly utilizing POE amplifier



POE signal amplifier can be found together in bundle with **RIDO BORD 190** device. It allows for a wired connection of the room panel with the boiler regulator over distance greater than 10m.

Picture 21 illustrates the location of pins in the RJ45 plug. Pin numeration and their functions can be found in the table below.

Warning!!! - It's recommended for POE amplifier to be installed near the room panel.

Pin number	Explanation
6	Transmission (B)
3	Transmission (A)
4	power (+)
8	power (-)

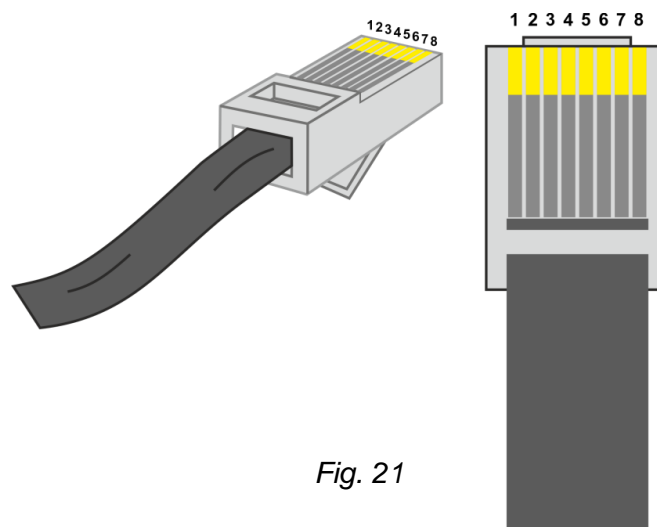


Fig. 21

Disposal of electrical and electronic waste



V. 1.00

Taking care of the natural environment is our top priority. Awareness that we produce electronic devices obliges us to dispose of waste electronic components in a nature-friendly way. Therefore, the company received a registration number assigned by the Chief Inspector of Environmental Protection.

000002627

The symbol of a crossed-out waste container on a product means that the product must not be disposed of in normal waste bins. By sorting recyclable waste, we help to protect the environment. It is the user's responsibility to deliver the waste equipment to a designated collection point for recycling of waste from electrical and electronic equipment.

Contents

1.	Safety	3
1.1	General Safety notes	3
1.2	Warnings	3
1.3	Warranty notes	3
2.	Intended use	4
3.	Room control panel	5
3.1	Visualization of display, panel and marking of signalling diode	5
3.2	Navigating the menu	6
3.3	Available gestures	7
4.	Handling of the regulator	8
4.1	First start-up	8
4.2	Initial configuration	10
4.3	Operating modes	11
4.4	PIN code management	16
4.5	Boiler configuration	17
4.6	Parameters configuration	19
5.	Device parameters	23
5.1	Regulator operating conditions	23
5.2	List of device parameters	23
6.	Alarms	24
7.	Assembly	25
7.1	Device assembly	25
7.2	Device assembly utilizing POE amplifier	27

Warranty and service conditions

The condition for granting the warranty is the proper use of the unit as specified in the instructions manual.

1. Warranty for the proper operation of the equipment is given by Brager Sp. z o. o. for a period of 24 months, not exceeding 36 months from the date of manufacture. The date from which the warranty applies is the date of the purchase document, which is recorded on the Warranty Card. The warranty is valid in the territory of the Republic of Poland.
2. If the complaint is considered legitimate, defects revealed during the warranty period will be removed free of charge by the service of the guarantor Brager Sp. z o.o. Rolna 11, 63-300 Pleszew e-mail: serwis@brager.com.pl tel. 795 750 933, 795 750 678. Any defect shall be remedied - at the discretion of Brager sp. z o.o. - by repairing or replacing the defective product, or, if the repair or replacement is impossible or very difficult to make, by refunding the purchase price of the defective product in part or in whole.
3. This warranty covers equipment defects caused by defective parts and/or faulty workmanship.
4. The customer is obliged to allow Brager sp. z o.o. to verify the reported defects and repair or replace the claimed product. For this purpose, the Customer shall immediately send the defective product at the Customer's expense, together with a valid Warranty Card, to the address of the service provider: Brager Sp. z o. o. ul. Rolna 11, 63-300 Pleszew. Brager sp. z o.o. may also, at its option, release the Customer from the obligation to send back the claimed product and examine the product at the place where it is located, in which case the Customer shall provide Brager sp. z o.o. service technician with access to the product and present a valid Warranty Card.
5. Brager sp. z o.o. is entitled to refrain from satisfying the complaint until the claimed product is sent to it and is not responsible for any resulting damages.
6. The product and all parts, components, etc. subject to replacement are the property of Brager sp. z o.o.
7. If Brager sp. z o.o. takes action to execute the complaint before receiving the defective product from the Customer, this shall not release the Customer from the obligation to send the claimed product in the manner specified in Section 4. If the Customer fails to send the claimed product in the situation described in the previous sentence, Brager sp. z o.o. will be entitled to charge the Customer with a contractual penalty in the amount of 150 PLN, which shall not exclude the right of Brager sp. z o.o. to claim release of the item or compensation for damage exceeding the contractual penalty.
8. The Customer is not entitled to destroy, dispose of, throw away, etc. the claimed product before it has been examined by Brager sp. z o.o. If Customer does so, Brager sp. z o.o. shall be relieved of any liability under the warranty.
9. The Customer sending back the claimed product is obliged to protect it properly for the time of shipment. Packages sent COD shall not be accepted by Brager sp. z o.o.
10. Before making a claim, the Customer must thoroughly check the product, in particular to connect it, turn it on, use it correctly, in order to limit obviously unjustified claims.
11. To be effective, the complaint must include a detailed description of the damage to the equipment and the circumstances in which the defect was revealed. Brager sp. z o.o. reserves the right to require the Customer to provide additional information and materials (especially photographic documentation) that may be relevant to the proper identification of the complaint.
12. If the complaint is legitimate, Brager sp. z o.o. shall remove the defects of the product revealed during the warranty period within 6 working days, but in justified cases this period may be extended, but no longer than 14 days from the date of delivery of equipment to our service, unless the repair or replacement within this period is not possible for reasons beyond the control of Brager sp. z o.o. (especially due to waiting for parts or materials to be delivered). The Service is not responsible for the time of delivery/receipt of equipment (postal/courier time).

13. The warranty does not cover any damages and defects resulting from: improper or inconsistent with the instructions for use, unauthorized repairs, modifications, tuning or structural changes made by the Customer/User.
14. Warranty claims and inquiries concerning the Controller must be addressed to the manufacturer. i.e. Brager Sp. z o. o.
15. After the repair or replacement, the equipment shall be returned to the Customer (at the Service expense) through the Polish Post, courier company or to the point of sale where the Customer made the purchase.
16. This warranty shall not exclude, limit or suspend any Buyer's rights under the obligatory guarantee regulations for defects of the sold goods, except for recipients to whom the provisions of the General Terms and Conditions of Sale published on the website apply <https://brager.com.pl/ows>.

Warranty repair annotations

Date of repair	Description of the fault	Signature

Notes

[illegible]

Unit Warranty Certificate

.....
Symbol and serial number

.....
Date of manufacture

.....
(Date of sale)

.....
(Stamp of the seller)

Warranty claims and inquiries regarding the
controller should be addressed to the
manufacturer:

BRAGER[®]

Brager Sp. z o. o.
ul. Rolna 11, 63-300 Pleszew
e-mail: serwis@brager.com.pl
phone no.: 795 750 933