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CONDITIONS FOR CONTRACTUAL WARRANTIES (LIMITED)

1 Titanium anode

The warranty contractual period for the Titanium anodes is set to 2 (two) years from the date of dispatch and is extended by 2 (two) additional months.

1.1 Anode with a plastic end-cap

1.1 Water leakage

The warranty shall be valid without time limitation in case of water leakage from the plastic end-cap.

1.1.1 Steel end-cap

The warranty shall cover the steel end-cap (if any) only if it has been damaged at the defective anode removal.

NOTE

The warranty is NEVER recognized in case of obviously counterfeited anodes or in the event of fractures, unless it is undisputedly proven that the latter have occurred during the removal of the defective anode.

1.2 Anode with an entirely titanium plate

Because of their nature, plate anodes cannot bring to water leakage through the anode body.

1.2.1 Anode breakage

The warranty covers the breakage, ONLY if it occurs during the first installation. Breakages resulting from subsequent manipulations/re-installations will NOT be recognized in any case.

1.2.2 Seal loss

The seals are by their nature subject to deterioration, for which it is not possible to foresee a duration, therefore any losses from the gasket, if occurred after a certain period of time and therefore clearly due to deterioration, will NOT be recognized in any case. The seal replacement and the corresponding operations will always be at the expense of the end user.

1.2.3 Steel end-cap

The warranty does NOT cover the steel end-cap (if any), as it is not considered to be removed under normal conditions of use.

NOTE

Warranty is NEVER recognized in case of obvious tampering of the anode.

1.3 Titanium anode – Way of using the contractual warranty

1.3.1 Upon prior written warning, the user will send to MG-Anodi the product – a titanium anode that is considered defective together with all the information related to the non-functioning.

MG-Anodi will perform product verification and evaluation of the information, therefore will notify the consumer of its decision on the warranty, which will in any case be categorical and binding.

1.3.2 Products deemed defective will be replaced by a new product, identical or similar.

1.3.3 The steel caps which may be damaged during dismantling, deemed necessary and functional, will be replaced.

1.3.4 In no case, will any costs on materials, invoiced by the consumer, be recognized.

2 ACES Electronic appliance

2.1 Warranty periods

The warranty contractual period for the electronic appliance is set to 2 (two) years from the date of dispatch and is extended by 2 (two) additional months.

The rights related to the legal guarantee remain fully in force between the customer and the seller / trader and are in no way endangered by the acceptance of this contractual guarantee.

2.1.1 The warranty covers defects related to the operation of the appliance, which are presumed to have existed before the date of commissioning / installation.

2.1.2 The user is obliged to report the non-functioning within 2 (two) months of its finding because there is a risk the warranty to be lost.

2.1.3 The user will notify in advance MG-ANODI of the serial number of the defective appliance in order the warranty validity to be verified.

The user will send the appliance(s) to MG-Anodi ONLY if the warranty is valid.

2.1.4 MG-Anodi will assess the condition of the appliance and, at its explicit discretion, will be able to:

a - replace it;

b - repair it completely or partially;

c - refuse the validity of the guarantee in the cases stipulated under Article 2.2.

2.1.5 After the inspection, MG-Anodi will inform the user about its conclusions and actions undertaken, which will in any case be categorical and binding. In case of a favourable opinion, the material will be repaired or replaced with the same or similar one.

Under no circumstances will any costs on materials, invoiced by the user, be accepted.

In the event that the replacement requires involvement of any external working force, such an involvement must be IN ALL CASES pre-arranged and authorized by MG Anodi because of the risk the warranty to be lost.

MG-Anodi reserves the right, in the event that such involvement subsequently turns out to be uncovered by the guarantee, to demand the consumer to refund the amount paid without a document.

2.2 The WARRANTY will NOT be considered valid in the following cases:

a - nonfunction due to incorrect installation or incorrect power supply

b - nonfunction due to adulteration of a Box or of power and control cables.

c - defects due to negligence, incidental falls or to installation in inappropriate premises.

3 Power Supply for ACES Hn and Gn Systems

The power supply supplied with Kit ACES Hn and ACES Gn is a power supply that is not of its own production but found on the free market. In this case the standard warranty contractual period is set to 2 (two) years + 2 (two) months from the date of commercial invoice.

In the event that the customer / user, for any reason, decides to purchase this power supply on his own, he must first submit it to MG-Anodi for approval, under penalty of immediate expiry of the guarantees on the generator.

For this reason MG ANODI can also request a sample of this power supply to submit it to compatibility tests, it is understood that all costs related to this process will be charged to the applicant.

4 Function Check

Before sending the appliance to the service department, the customer or the authorized technician should carry out some simple functional checks as shown in **Appendix 1 and 2**.

These checks do NOT change the status of the appliance, nor cancel the warranty.

In case of lacking documentation for these checks, and in case the device sent in warranty proves to be working and fit for use, the costs on testing will be charged, in the amount of EUR 50 + VAT, if it is due, for each appliance.

Additional notes

- The user will be entitled to enter / get access to the extension of the warranty, indicated here, for all or some of the purchased equipment, upon prior agreement and payment of the amount which will be negotiated. The amount will vary depending on the warranty period and the quantity of appliances included.

- "User" refers to legal entities, customers of the undersigned MG-Anodi Company, trading with ACES appliances (on their own or included in other equipment), selling them to the end user.

The private individuals / users remain excluded from this guarantee as they have already been covered by the European guarantee, which is obligatorily issued by the trader.

5 Warranty Extension

The purchaser will be able to stipulate/access to an extension of the aforementioned guarantee, on all or some of the equipment purchased upon agreement and payment of a sum to be agreed. The sum may vary depending on the duration of the extension.

Sevlievo, 03/02/2020

Manufacturer: MG ANODI

Customer

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APPENDIX 1**CHECKS ON ACES H and G2**

Problem	CHECK	SOLUTION
The lamp of the appliance does not go on	Check whether the electrical wiring is connected Check if there is power supply	Connect the wiring Run power to the electrical socket
The lamp of the appliance does not go on after the check		Contact the Service Office to check the warranty and possible replacement
The lamp of the appliance remains red and does not turn green after the connection	Check the connection between ACES and the anode	Restore interrupted connections
The lamp of the appliance remains red after checking the connection	Check the connection polarity The red cable shall be connected to the anode The black cable shall be connected to the grounding system	Turn polarity
The lamp of the appliance remains red after checking the polarity	Check whether the tank is full of water	Fill the tank
The lamp of the appliance remains red after checking the power and polarity	Using a simple tester, check the off-state voltage of the ACES connection cables - anode - housing	The reported voltage must be (approximately) ACES H 14,5-15 V and 235 mA ACES G2 18,5-19 V and 125 mA
The lamp remains red and the voltage / current are NOT as indicated		Contact the Service Office to check the warranty and possible replacement

WARNING

The power cable has a plug that cannot be opened, in case of tampering and subsequent non-operation, the warranty shall be void.

Different cable shoes are mounted on the connecting cables, which prevents polarity from being reversed.

In case of tampering and subsequent non-operation, the warranty shall be void.

The boxes of the ACES G2 and H appliances are sealed and cannot be opened, in case of tampering or forced opening the warranty shall be void.

Any kind of repairs made by staff who have not been previously authorized shall result in loss of warranty.

APPENDIX 2

CHECKS ON ACES Hn and Gn

PROBLEM	CHECK	SOLUTION
The lamp of the appliance does not go on	Check if external power supply is connected to ACES Hn/Gn Check whether the electrical wiring is connected Check if there is power supply	Connect power supply to ACES Hn/Gn Connect the wiring Run power to the electrical socket
The lamp of the appliance does not go on after the check		Contact the Service Office to check the warranty and possible replacement of ACES and/or Power Supply
The lamp of the appliance emits a long red flash every 1.2 seconds	Insufficient Power Supply	Contact the Service Office to check the warranty and possible replacement of Power Supply
The lamp of the appliance emits 2 long red flashes every 1.2 seconds	Overvoltage from Power Supply	Contact the Service Office to check the warranty and possible replacement of Power Supply
The lamp of the appliance emits 3 long red flashes every 1.2 seconds	Short circuit on the output	Check and restore the connections Check the integrity of the cable insulation Do not repair the damaged cable, please contact the assistance
The lamp of the appliance emits a short green flash then a long red, alternate	Anode disconnected	Check and restore the connections Check the integrity of the cables Do not repair the interrupted cable, please contact the assistance
Anomalies on the voltage / current supplied by ACES	Using a simple tester, check the off-state voltage of the ACES connection cables - anode - housing	The reported voltage must be (approximately) ACES Gn 11 VDC and 130 mA ACES Hn 11 VDC and 350 mA

WARNING

The ACES Gn and Hn Systems implement protection against:

- polarity inversion on the power supply
- polarity inversion on the anode cable
- short circuit
- limited variation of the 12V supply voltages

Moreover

The connection cables from ACES to Anode/Ground are fitted with a MOLEX connector on the ACES side and Fast-on connectors on the anode/ground side to prevent polarity inversion, The ACES-AC power connection cable mounts a Molex connector to prevent reverse polarity.

In case of tampering with these cables and subsequent malfunctioning of the generator, the Warranty will expire.

The plastic shells of the ACES Gn and Hn appliances are sealed and cannot be opened; in case of tampering or forced opening the Warranty expires.

In case of opening and / or tampering with the supplied Power Supply, the Warranty lapses. If this action leads to a subsequent malfunction of the Generator, the guarantee will expire for both.

In case of replacement of the supplied power supply with model not approved by MG ANODI the warranty of ACES expires.

Any repair work by personnel not previously authorized determines the loss of the Warranty.