

BOILTE EQUIPMENT WARRANTY

PREAMBLE

We are confident in the quality of our products and provide a multi-level warranty protection system, the terms of which depend on the type of equipment, compliance with operating rules, and the fuel used.

Our warranty obligations are designed to provide maximum reliability for customers who strictly adhere to all norms and regulations, while simultaneously protecting the company from improper use of equipment.

We build our relationships with customers on transparency and trust. This document details what is covered by the warranty and what is not, so that you know exactly your rights and our obligations.

ARTICLE 1. STANDARD WARRANTY PERIODS

1.1. Lifetime Warranty

Applies to equipment operating on gaseous or light liquid fuel (natural gas, liquefied gas, diesel fuel, light heating oil). The warranty period is equal to the Equipment Service Life specified in the product passport.

1.2. Reduced 12-Month Warranty

Applies to equipment operating on heavy fuel (fuel oil, crude oil, waste oils, dark heating oils, and other viscous hydrocarbons). The warranty period is 12 (twelve) months from the date of signing the Commissioning Act, but not more than 18 (eighteen) months from the date of shipment from the Supplier's warehouse.

1.3. Warranty on Main Equipment

For Boilte equipment (boilers, burners, pump units, control panels of own production), the warranty period is 24 (twenty-four) months from the date of signing the Commissioning Act, but not exceeding the period specified in the product passport.

1.4. Warranty on Third-Party Components

For third-party components (pumps, valves, sensors, control panels, etc.), the warranty is 12 (twelve) months from the date of shipment from the Supplier's warehouse.

1.5. Calculation of Warranty Periods

All warranty periods, except those specified in clause 1.2, are calculated from the date of signing the Commissioning Act by an authorized representative of the Supplier (or an authorized service partner).

ARTICLE 2. LIFETIME WARRANTY ON THE BOILER HEAT EXCHANGER ASSEMBLY (HEA)

For equipment operating on gaseous or light liquid fuel (natural gas, liquefied gas, diesel fuel, light heating oil), we offer a unique condition — a Lifetime Warranty on the Boiler Heat Exchanger Assembly (HEA) .

2.1. What is the Boiler Heat Exchanger Assembly (HEA)?

The HEA is the structural foundation of the boiler, including:

- Combustion chamber (furnace);
- Heat exchange surfaces (furnace tubes, fire tubes, headers);
- Main welded joints of the above elements operating under pressure.

2.2. What does the Lifetime Warranty cover?

The warranty is valid for the entire service life of the equipment and covers the physical integrity of the HEA:

- Absence of burn-throughs (through metal damage by flame);
- Absence of through cracks;
- Absence of corrosive destruction of the base metal (subject to operating conditions).

2.3. Exclusions from the Lifetime Warranty

The Lifetime Warranty does not cover:

- Burner devices, pumps, automation, valves (separate warranty periods apply to these);
- Consumables and wear-and-tear items (seals, gaskets, turbulators, sight glasses);

- Damage arising from violation of operating rules, water chemistry conditions, or use of substandard fuel.

ARTICLE 3. WARRANTY CONDITIONS

Warranty obligations are valid only if the Buyer simultaneously complies with the following rules:

3.1. Compliance with Instructions

Strict adherence to all installation, commissioning, operation, and maintenance rules set forth in the Operation Manual for the Equipment.

3.2. Professional Commissioning

Start-up and adjustment work must be performed by specialists authorized by the Supplier (Boilte authorized partners or Boilte engineers). Performance of work is confirmed by the Commissioning Act.

3.3. Regular Maintenance (Servicing)

Requirement	Description
Valid Service Contract	A valid Service Contract with an authorized service partner of the Supplier
Timeliness of Maintenance	All scheduled work must be performed within established deadlines
Confirmation of Performance	Certificates of work performed and entries in the Maintenance Log

3.4. Use of Quality Materials

- Use of only original or approved in writing by the Supplier consumables, components, and software.
- Unauthorized modifications to the equipment design are prohibited.

3.5. Quality of Coolant and Fuel

Requirement	Description
Water Treatment	Mandatory use of water treatment systems (chemical water treatment)
Water Parameters	Ensuring parameters (hardness, pH, oxygen content) specified in the passport
Fuel Quality	Use of only approved fuel types

3.6. Digital Twin Operation (for telemetry-equipped equipment)

For equipment equipped with a telemetry system (Digital Twin), telemetry data is the primary and indisputable evidence of compliance or violation of operating conditions.

ARTICLE 4. WHAT IS NOT A WARRANTY CASE (EXCLUSIONS)

The Supplier is not liable, and the warranty does not cover defects arising from:

No.	Exclusion	Detailed Description
1	Violation of Operating Conditions	Violation of any of the conditions specified in Article 3 of this document
2	Substandard Fuel	Use of substandard, unsuitable fuel or coolant not meeting passport requirements
3	Exceeding Parameters	Operation exceeding passport parameters (pressure, temperature, capacity)
4	Scale and Deposits	Presence of scale on internal surfaces. This is direct evidence of violation of operating rules and completely voids the warranty.
5	Metal Overheating	Deformation, change in metal structure (welding burns) caused by operation with scale, lack of water, or incorrect burner adjustment
6	Corrosion	Pitting, oxygen, or intergranular corrosion caused by aggressive environments or prolonged downtime without preservation

No.	Exclusion	Detailed Description
7	Mechanical Damage	Cracks and destruction caused by water hammer, freezing of water in the boiler, or external impacts
8	Normal Wear and Tear	Thinning of heat exchanger walls due to normal operational wear after the standard service life
9	Third-Party Actions and Force Majeure	Fires, floods, military actions, actions of third parties, and other force majeure circumstances
10	Unauthorized Interventions	Unauthorized repair, modifications, or installation of components not approved by the Supplier

ARTICLE 5. PROCEDURE IN CASE OF MALFUNCTION

5.1. Report the Problem

Within 2 (two) business days of detecting a malfunction, send a written request with a detailed description of symptoms, error codes, and photos.

Communication Channels for Submitting a Request:

- Email: service@boilte.com
- Website Form: www.boilte.com/service

5.2. Remote Diagnostics

We conduct an initial analysis remotely (usually within 5 (five) business days). If telemetry (Digital Twin) is available, the analysis is performed using data transmitted from the equipment.

5.3. Specialist Visit

If the problem cannot be resolved remotely, our specialist visits the site within 5 (five) business days from the confirmation of the need for a visit. The Buyer must ensure unhindered access to the equipment.

5.4. Diagnostics and Resolution

Action	Responsible Party	Timeline
Conducting diagnostics	Boilte Service Engineer	On the day of the visit
Drawing up the Diagnostic Report	Boilte Service Engineer	1 business day
Decision on warranty recognition	Supplier (Boilte)	3 business days from the date of the Report
Notification of the Buyer of the decision	Supplier (Boilte)	1 business day from the date of the decision

Important:

- If diagnostics require disassembly of a unit, it is carried out by and at the expense of the Buyer.
- If the case is not recognized as a warranty case, all expenses for the specialist's visit and diagnostics are reimbursed by the Buyer.

ARTICLE 6. REMEDY OF WARRANTY DEFECTS

If a case is recognized as a warranty case, our obligations are limited to the free repair or replacement of defective components.

6.1. Repair Methods (at the Supplier's discretion):

Method	Description	Responsibility for Transportation
On-Site Repair	A specialist visits the site for on-site repairs. The Buyer provides all necessary working conditions (access, utilities, personnel assistance)	Not required
Repair at a Service	The Buyer delivers the defective unit to the Supplier's warehouse (or designated service	Delivery of defective unit — at Buyer's expense; Return delivery

Method Center	Description center)	Responsibility for Transportation — at Supplier's expense
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6.2. What the warranty DOES NOT cover:

- Costs for disassembly/assembly of equipment (except when disassembly/assembly is an integral part of the repair and is performed by a Boilte service engineer);
- Costs for transporting the entire equipment (only the defective unit);
- Indirect losses, lost profits, production downtime, rental of replacement equipment.

6.3. Timeline for Defect Remedy

Defects are remedied within a reasonable time, but not exceeding 30 (thirty) business days from the date of the decision to recognize the case as a warranty case, unless otherwise agreed by the parties.

ARTICLE 7. LIMITATION OF LIABILITY

7.1. Exhaustive Nature of Warranty

This warranty is exhaustive and replaces all other implied warranties, express or implied, including but not limited to implied warranties of merchantability or fitness for a particular purpose.

7.2. Limitation of Liability

The Supplier's total liability under the contract is in any case limited to the cost of the defective component and cannot exceed the total contract price.

7.3. Exclusion of Indirect Damages

The Supplier shall not be liable for any indirect, special, incidental, or punitive damages, including but not limited to lost profits, loss of data, production downtime, damage to business reputation.

ARTICLE 8. RIGHT TO AUDIT

8.1. Conducting an Audit

We reserve the right to conduct an on-site audit of the equipment's operating conditions once per calendar year at our expense.

8.2. Detection of Violations

If gross violations of operating conditions are found, we notify the Buyer and allow 30 (thirty) days for their correction.

8.3. Consequences of Failure to Correct Violations

Failure to correct violations within the established period is grounds for complete termination of the Lifetime Warranty on the Boiler Heat Exchanger Assembly.

ARTICLE 9. WARRANTY REGISTRATION

9.1. Mandatory Registration

For warranty obligations to come into force, the Buyer must register the equipment in the Boilte system within 30 (thirty) days from the date of signing the Commissioning Act.

9.2. Registration Methods:

- Online form on the website: www.boilte.com/warranty-registration
- By email: warranty@boilte.com

9.3. Data for Registration:

- Model and serial number of the equipment;
- Date of commissioning;
- Data of the installation and commissioning organization;
- Buyer's contact details.

ARTICLE 10. FINAL PROVISIONS

10.1. Precedence

These Warranty Obligations shall prevail over any other warranty terms that may be contained in commercial offers or other documents of the Supplier.

10.2. Changes to Terms

We reserve the right to make changes to these Warranty Obligations. The new version comes into force from the moment of its publication on the official website www.boilte.com.

10.3. Current Version

The current version of the Warranty Obligations is always available on the official website www.boilte.com/warranty.

10.4. Return of Equipment

In cases provided for by applicable law, the return of equipment is carried out in accordance with the procedure established by law. Additional return conditions are agreed upon individually and recorded in the supply contract.

Appendix: Warranty Contacts

Communication Channel	Contact Information
Email	info@boilte.com
Service Department	service@boilte.com
Website Form	www.boilte.com/service

Approved by:
Chief Technical Officer of Boilte