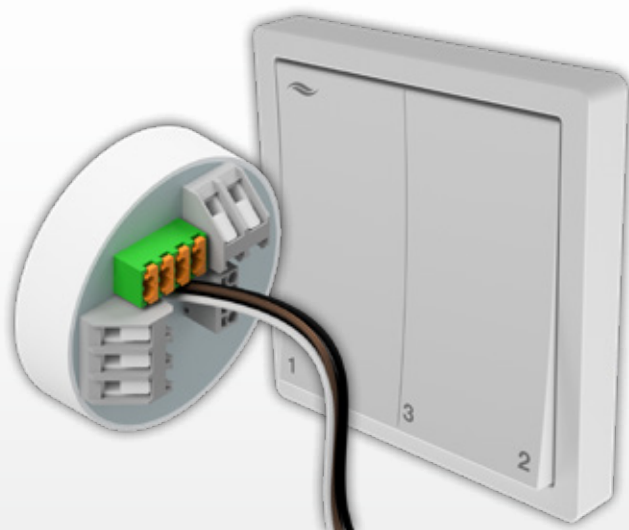




inVENTer

Installation instructions

Pure



control unit



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Disclaimer

This documentation represents a translation of the original german installation instructions. Information on how to access the installation instructions must be provided to the user (tenant, owner, property management, etc.) after completion of the installation.

The content of this documentation has been checked for compliance with the described components. Nevertheless deviations may still occur, therefore no guarantee of compliance can be provided.

This documentation describes the functionality of the standard scope.

For reasons of clarity, the documentation does not purport to cover all details on all types of the product and cannot cover every conceivable scenario for installation and assembly.

The illustrations in this document may differ slightly from the design of the product that you have purchased. The same functionality is ensured despite any design deviations.

This documentation is updated regularly. Necessary corrections and appropriate supplements are always included in subsequent editions. You can also find the latest version at **www.inventer.eu/downloads**.

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1 User and safety instructions

Thank you for purchasing this high quality product from inVENTer!

This section provides an overview of the basic safety precautions for safe and proper operation of your control unit.

1.1 User information

Safety and warning instructions

The safety and warning instructions in these installation instructions have a uniform structure and are marked with a symbol on the left side of the instruction. A signal word in front of the text also indicates the hazard level. If several hazard levels exist, the highest level safety instruction is always used.

The safety and warning instructions contain the following information:



SIGNAL WORD: Type and origin of the danger. Possible consequences of the danger!
Measures to avoid the danger.

The signal word indicates the severity of the potential danger unless the preventive measures are taken:



DANGER means: Imminent danger of serious injury or death.



WARNING means: Possible danger of serious injury or death.



CAUTION means: Direct danger of minor/significant injury.



NOTICE means: Direct or possible risk of property damage due to an adverse event/state.

If you see these signs, ensure you observe the described measures to prevent possible hazards and/or damage.

Other symbols used in this documentation

In addition to the safety instructions, the following symbols are used:



A **TIP** symbol indicates practical and useful tips for handling your ventilation system.



Before each step, any additional tools and materials required for the activity are listed.



The graphics in Section 6: Installation show the interior wall.



Action required: This prompts the user to perform a specific action.



Check the results requires you to check the results of the action you have performed.



Action focus: To be taken into account in the corresponding assembly step.

1.1 Safety instructions

The installation instructions are part of your Pure control and must be available at all times (see www.inventer.de/downloads). When handing the system to a third party, the information regarding access to the installation instructions must be handed over also.

Before performing any work on the equipment/system, read the installation instructions carefully and observe all notices that refer to the installation process in this section.

Also note the safety instructions that precede the described handling instructions.

Non-observance of safety instructions could result in injury and/or property damage.

Intended use

The Pure control unit (also referred to in the further text as "controller" or "Pure controller") must only be used to control decentralised iV ventilation units with heat recovery (iV-Smart+, iV14-Zero, iV-Light, iV-Compact, iV14-MaxAir, iV-Office, iV-Twin+ product series) from inVENTer GmbH.

Specifically, the following must be used:

- The Pure controller for controlling the inVENTer ventilation units with heat recovery integrated into the system.
- The sensor technology paired with the controller (HYG18 humidistat, HYG12 humidistat, CS1 CO2 sensor or pressure monitor) for the delivery of temperature, humidity and CO2 values to the Pure controller, which in turn uses these values to control the inVENTer ventilation units with heat recovery.

Requirements for intended use

- Always observe the relevant standards, regulations and guidelines when installing the equipment / system. In particular also applicable building regulations, fire safety regulations and accident prevention regulations of the employers' liability insurance association.
- Use the units integrated into the ventilation system only in accordance with the applications that are described in this documentation and only in conjunction with the components that are recommended, approved and named by inVENTer GmbH in this documentation. Changes or modifications to the units are not permitted.
- Before starting work, you should have a project plan showing the number of ventilation units, the location of the ventilation units, the ventilation principle (cross ventilation, single room ventilation, extract ventilation) and the associated controllers. The exact positioning of the individual units and control units must be checked at the installation site and, if necessary, adapted to the local conditions with the involvement of the responsible planner or user.
- Your ventilation system is exclusively designed for use in ambient temperatures between -20 and 50°C.
- Trouble-free and safe operation of the equipment/system depends upon proper transportation, proper storage and installation as well as careful operation and maintenance.
- These installation instructions are only valid in conjunction with the installation and operating instructions of the corresponding ventilation unit with heat recovery and supplement these. All legal notices that are listed in the respective installation instructions also apply without restriction to this document.



• **DANGER:**

The unit may only be installed by a qualified electrician.

- When laying the power cable, observe the requirements of protection class II.
- Connect all units of a ventilation system to the same circuit breaker.
- Route and connect cables only while in a voltage-free state!
- The mains supply must correspond to the specifications on the type plate.
- Before working on electrical installations, disconnect all affected units from the power supply.
- Check before making any drill holes whether there are wires in the drilling area.



- **WARNING:** For joint operation of a ventilation unit with fireplaces, safety measures must be taken to prevent a negative pressure from developing in the building. The responsible chimney sweep and/or building planner decides which measures need to be carried out.



- **NOTICE:** Ensure adequate contact between the wires when connecting the Pure controller.
- **NOTICE:** Laying cables whose sheathing is not resistant to plastering under plaster leads to short circuits and cable fire! Lay cables without a plaster-resistant cable sheath in the conduit.
- **NOTICE:** The use of too small a cable cross-section leads to too great a voltage drop and/or contact is not guaranteed!
Use wire ferrules with collars to connect braided wires.
- **NOTICE:** The unit has scratch-sensitive plastic surfaces. Do not touch the components with oily and/or dirty hands. Avoid contact with sharp or pointed objects, e.g. rings.
- When using several ventilation units controlled by several controllers, you must ensure that the ventilation units are synchronised with each other.

Any kind of use other than the intended use will exclude all liability claims.

Improper use

The Pure controller is intended exclusively for the control of the ventilation units specified in the section on intended use. Any other use is strictly prohibited.

Qualified personnel

The equipment/system may only be set up, operated and cleaned in conjunction with this documentation and the documentation for the controllers.

Installation, electrical connection and commissioning of the equipment/system may only be performed by qualified personnel. Qualified personnel within the meaning of the safety notices in this documentation are persons who are authorised to install, put it into operation and identify equipment, systems and circuits in accordance with established safety procedures.

Conformity

The ventilation unit complies with the technical safety requirements and standards of electrical appliances for domestic use. It conforms to current European Union and United Kingdom directives.

- 2014/30/EC: Electromagnetic compatibility
- 2014/35/EC: Low voltage
- 2009/125/EC: Eco-design
- 2011/65/EC: RoHS

2 System overview: Pure controller

The Pure controller is an electronic programming unit for controlling inVENTer® ventilation units with heat recovery. It is available in two versions (standard or flat) with two further variants in each case:

- Pure p4 controller with interface for connecting an external sensor;
- Pure p4 Fire controller with interface for connecting a safety device.

The Pure controller allows the control of the following maximum number of ventilation units:

Ventilation units from the product series	Number
iV-Smart+ / iV14-Zero / iV-Light / iV-Compact	4
iV14-MaxAir / iV-Office / iV-Twin+	2

Operation is carried out by setting the rocker switch in various positions.

Integrated indicator lights mean that the switch acts simultaneously as a visual feedback / display for the user.

The Pure controller can be used either as a base control unit or with additional sensors connected.

When used as a base control unit, there is a choice of operating modes for the ventilation unit and the air flow can be set at 3 predefined levels.

An external interface allows the scope of functions to be expanded:

- **p4:** Demand-based ventilation via sensor technology (humidistat, CO2 sensor, VOC sensor¹⁾ [NO]), or
- **p4 Fire:** integration of a safety device (e.g. pressure monitor, [NC]) with simultaneous operation of the ventilation units with fireplaces.

Components

- Pure control module
- Switching power supply unit²⁾
- Mounting box (optional)
- Series switch with double rocker (on site) (optional: Pure series switch)

Versions

The Pure controller is available in the standard and flat versions.

For both variants, the external interface can be configured either as an NO contact (p4) or NC contact (p4 Fire).

Flat version: The controller switches off the ventilation unit for 1 hour when in "Off" mode. Subsequently, the ventilation unit continues to work in heat recovery mode at ventilation level 1 (25 %). The use of the Flat version is recommended in areas where it is desirable not to turn off the ventilation system in order to protect against moisture build-up.

Standard version: The Pure controller switches the ventilation unit off completely when in "Off" mode. For the ventilation unit to work again, a ventilation level must be selected.

¹⁾ VOC = volatile organic compounds

²⁾ optionally as a flush-mounted or DIN rail switching power supply unit

2.1 Construction

The Pure controller consists of a control module with connecting terminals which contain the electronics for controlling the connected ventilation units, two status LEDs for visual feedback for the user, as well as a switching power supply unit (flush-mounted or control cabinet installation).

A conventional series or double switch from the user's switch range acts as the operating and display interface. Optionally, a series switch in the inVENTer design (GIRA, surface switch range, RAL 9010) can be obtained via inVENTer GmbH for operation.

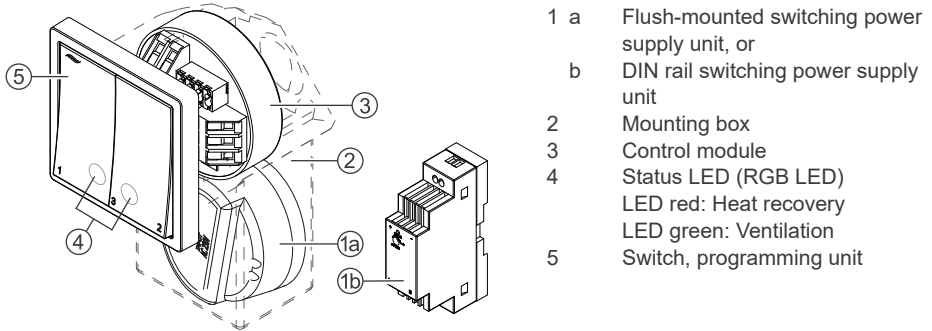


Figure 1: Pure controller - front view

2.2 Function

The Pure controller is a control unit for decentralised ventilation units with heat recovery from inVENTer GmbH. Where these are connected, the information determined at the controller via the sensor technology is incorporated into the control of the ventilation unit.

Pure controller without connected sensor technology

If no sensor is connected, the operating mode and intensity of the air flow can be set on the Pure controller.

The heat recovery and ventilation operating modes can be changed by moving the left-hand rocker switch back and forth 2 times. The pause operating mode is switched on or off by moving the right-hand rocker switch back and forth 2 times. The ventilation unit can also be switched off completely (standard version only).

There are three ventilation levels for the ventilation units which define the rotational speed of the fans and therefore the units' air flow. These are fixed and cannot be changed:

- Level 1 – 25 %
- Level 2 – 50 %
- Level 3 – 100 %

Pure controller with connected sensor technology

If sensors are connected to the Pure controller, the range of the controller's functions increases and this also allows demand-based ventilation alongside manual ventilation.

The sensor used must have a potential-free relay contact as its output.

The increase in functions depends on the variant of controller:

Controller variant	Sensor	Switch	Limit value exceeded	Limit value not reached
p4 p4 Flat	CO ₂ sensor	Make contact (NO)	Switch all ventilation units connected to the controller to ventilation mode, output level 75 %.	Switch all ventilation units connected to the controller to the originally set operating mode and ventilation level.
	VOC sensor			
	Humidistat			
p4 Fire p4 Fire Flat	Pressure sensor (4 Pa)	Break contact (NC)	Switch all ventilation units connected to the controller to OFF mode.	

In both variants, all of the controller's functions are available without connected sensor technology.

• p4 / p4 Flat (option to connect and external make contact, NO):

If the pre-defined limit (cannot be changed on the controller) is exceeded, the sensor relays this to the controller. This then switches all connected ventilation units to ventilation mode with a pre-defined air flow of 75%.



Ventilation with an air flow of 75% cannot be selected manually; it is only possible if triggered by the sensor technology.

The function remains active until the corresponding parameter falls below the pre-set limit again. Then all ventilation units connected to the controller switch to the originally set operating mode and ventilation level.

• p4 Fire / p4 Fire Flat (option to connect a safety device, NC):

The external interface is used to integrate safety devices, e.g. a 4 Pa pressure sensor, into the ventilation system while simultaneously operating the ventilation system with fireplaces.

If this interface is used in conjunction with an external pressure sensor (4 Pa pressure sensor), the air pressure indoors is continuously monitored. As soon as this exceeds the safety-relevant limit, the sensor transmits this to the controller. This then switches all connected ventilation units off. The function remains active until the air pressure drops below the safety-relevant limit again. Then all ventilation units connected to the controller switch to the originally set operating mode and ventilation level.

3 Electrical connection



DANGER
Exposed electrical components.
Electric shock and injury due to live components (230V, 50Hz)!

- Before working on electrical installations, disconnect all affected equipment from the power supply.
- Observe the requirements for protection class II when laying the power supply cable.
Do not lay live cables.
- Lay the mains connecting cables and signal cables separately.
- Guide the system components of the ventilation system to the same automatic safety device.

Installation and connection must only be performed by qualified and trained personnel.



NOTICE
Insufficient cable cross-section.
Excessive voltage drop and/or contact cannot be guaranteed!
Only use the following cable cross-sections:

- Power cable: 1.5 mm²
- Fan BUS: min. 0.75 mm² – max. 33 m length with star-shaped connection of the fans
- Operating voltage cable: 0.1 – 0.5 mm²

3.1 Connections

Connector		Terminal	Meaning	Colour
Switching power supply unit				
Power cable/ Input cable for switching power supply unit		AC/L	Phase conductor	Brown
		AC/N	Neutral conductor	Blue
Controller operating voltage Output cable for switching PSU		+ 24 V	Controller operating voltage	Red
		GND (⊥)		Black
Pure controller control module				
Connecting terminal, 4-pole, spring-loaded terminal	Controller operating voltage	GND (⊥)	Controller operating voltage	Black
		+ 24 V		Red
	Status LED	D2	Yellow LED wires	Yellow
		D1	Red-green LED wires	Red-green
Connecting terminal, 3-pole; Screw terminal	Fan BUS connection	DIR1 (III)	Direction signal 1	White
		VOUT+ (IV)	Fan operating voltage	Green
		DIR2 (V)	Direction signal 2	Brown
Connecting terminal, 2-pole Screw terminal	External interface (optional)	SC1	Switching contact 1	–
		SC2	Switching contact 2	–
Connecting cable, 4-wire	Switch connection	S1	Rocker switch 1	Black White
		S2	Rocker switch 2	Black Brown

3.2 Cabling

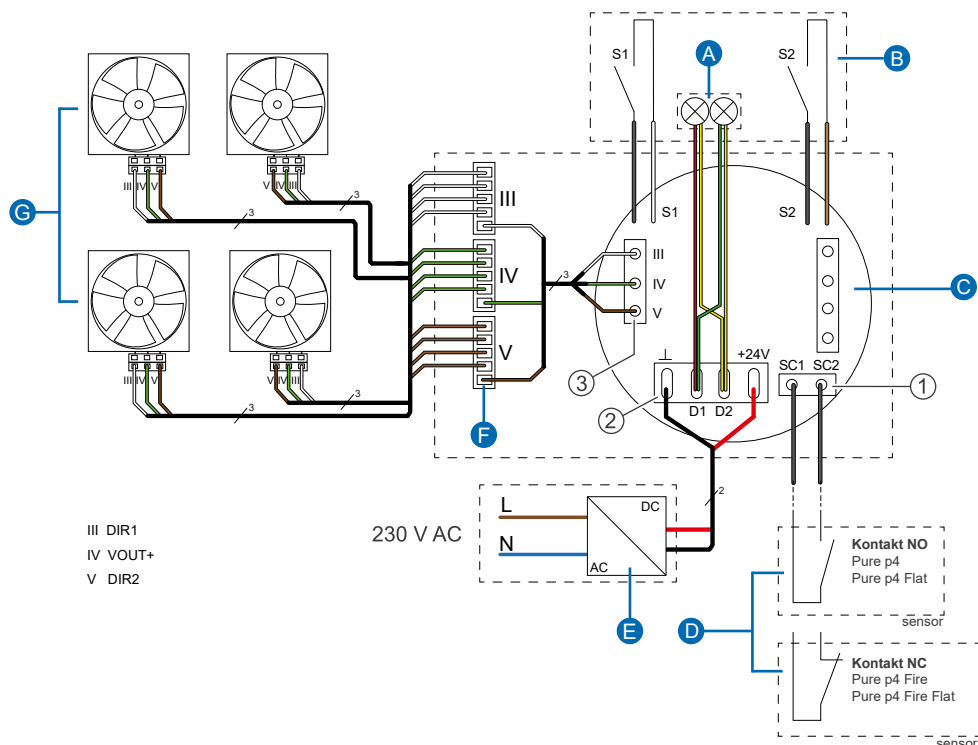


Figure 2: Pure controller - connection example

Components

- | | |
|----------------------------------|--------------------------------|
| A Status LEDs | D Sensor technology (optional) |
| B Series switch programming unit | E Switching power supply unit |
| C Pure control module | F Terminal blocks, 5-pole |
| ① External interface, 2-pole | G Fans |
| ② Connecting terminal, 4-pole | |
| ③ Connecting terminal, 3-pole | |

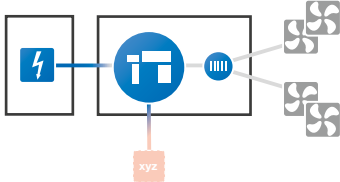
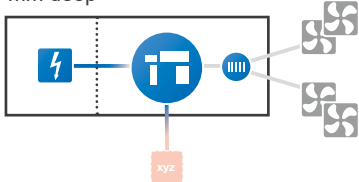
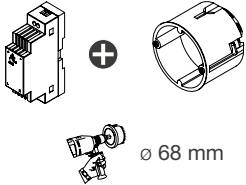
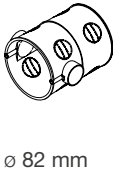
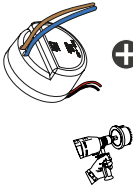
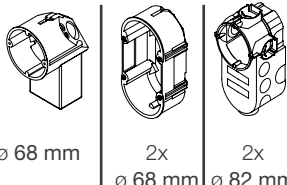
The connecting terminals, depending on the connection, are either a screw terminal (fan BUS and external interface) or spring-loaded terminal (operating voltage and LED connection). The terminals have a connection capacity of up to 1.5 mm². User braided wires with wire ferrules in screw terminals.

The spring-loaded terminals have a connection capacity of 0.1 to 0.5 mm². They are suitable for solid and braided wires. The use of wire ferrules is not necessary. If wire ferrules are used, they must increase the cross-section. (their material thickness is thereby not included).

4 Preparing for installation

- Read the "Installation" and "Electrical connection" sections carefully before installation to avoid installation errors. The installation and connection of the entire ventilation system must be carried out by qualified and trained personnel.
- Before and during installation, note the safety regulations in order to avoid electrical accidents.
- Check the delivery for completeness and transport damage upon receipt using the delivery note. Report missing items immediately.
- Only install all ventilation system devices intended for indoors
 - on finished and flat interior walls.
 - in rooms which are free from aggressive or corrosive gases and extreme dust exposure.
- The Pure controller is installed on the interior wall via a mounting box.
Recommended installation height: 1.05 m floor to lintel height (reachability for operation)

4.1 Principle sketches: Connection options for ventilation units

Control cabinet switching power supply unit		Flush-mounted switching power supply unit	
1 mounting box, min. 66 mm deep		1 mounting box with dual chamber, min. 66 mm deep	
			
			

4.2 Installation dimensions

Designation	Width [mm]	Height [mm]	Depth [mm]	Ø [mm]
Mounting boxes				
Wall opening for flush-mounted box 60x66	–	–	66	82
Wall opening for flush-mounted plaster-board box 68x61	–	–	61	68
Wall opening for flush-mounted dual-chamber box			68	2x 82
Wall opening for flexible flush-mounted plasterboard box			61	68
Switching power supply unit (Switching PSU)				
Control cabinet switching PSU	25 (1.5 HP)	93	56	–
Flush-mounted switching PSU		33		54

Table 1: Installation accessories and installation dimensions

5 Installation



DANGER

Exposed electrical components.

Electric shock and injury due to live components (230V, 50Hz)!

- **Installation and connection must only be performed by qualified and trained personnel.**

5.1 Routing wires and attaching the mounting box

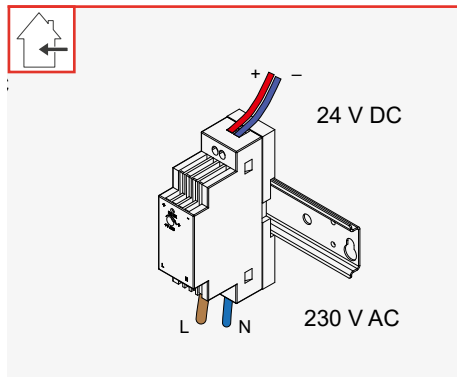
Requirements:

- The milled holes for the mounting box(es) on the interior wall are created.
- Route the wires needed to connect the controller to the installation site:
 - Power cable between control cabinet and installation site:
 - Flush-mounted switching power supply unit: AC 230 V, 50 Hz
 - Control cabinet switching power supply unit: DC 24 V
 - Fan BUS, 3-wire, route between ventilation unit wall opening and controller installation site.
 - Optional when sensor connected:
 - Power cable to the installation site of the external sensor
 - Signal cable, 2-wire, between the controller installation site and installation site of the external sensor
- Route the cables at the controller installation site into the mounting box.
- Install the mounting box on the interior wall.

5.2 Connecting the switching power supply unit (PSU)



Flush-mounted switching power supply unit: Terminal blocks, 2-pole



Requirements:

- The cables are routed to the installation site.
- The mounting box is attached.

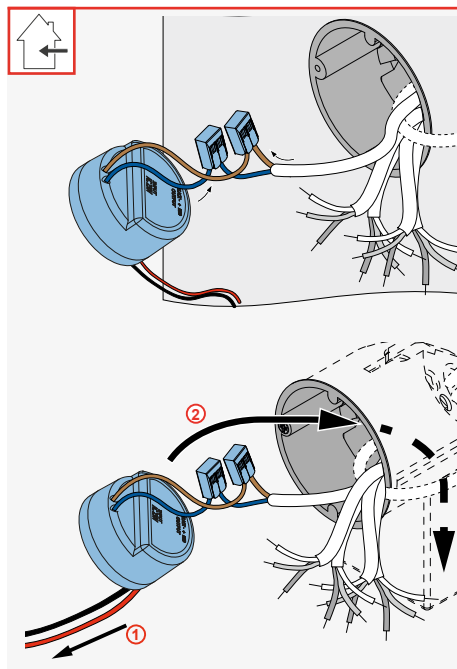
Control cabinet switching power supply unit

- Secure the switching power supply unit to the control cabinet's DIN rail. It requires 1.5 HP of space.

- Connect the switching power supply unit:

- Attach the phase conductor to terminal L
- Attach the neutral conductor to terminal N
- Attach the (red) wire to the (+) terminal.
- Attach the (blue) wire to the (–) terminal.

⇒ The control cabinet switching power supply unit is connected.



Flush-mounted switching power supply unit

- Connect the **power supply unit input wires** (blue/brown) using the terminal blocks:

- Connect the phase conductor (brown) to wire L.
- Connect the neutral conductor (blue) to wire N.

- Place the power supply unit in the lower cavity / pocket of the mounting box.



The switching power supply unit output wires extend into the interior.

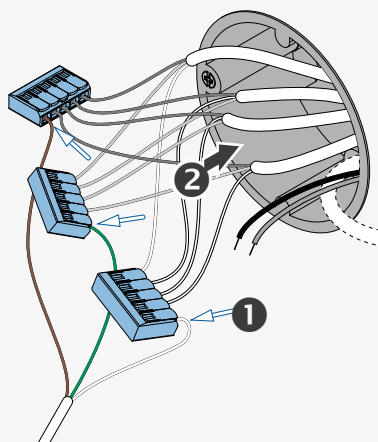
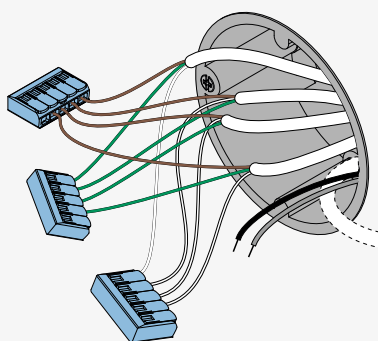
⇒ The flush-mounted switching PSU is connected.

1.1 Distributing fan cables

We recommend the star-shaped connection of fans to the Pure controller. The distribution of wires to the fan in this case takes place within the prepared mounting box using 5-pole terminal blocks. Alternatively, the fans can be connected in sequence. In this case, no distribution takes place. The fan BUS is attached directly to the terminal on the control module. Note the connection capacity of the screw terminal of no more than 1.5 mm².



Stripping tool, crimping tool, fan BUS connecting cable, 3-wire, terminal blocks (5-pole (3x), included scope of supply)



Requirements:

- The switching power supply unit is attached.

- ▶ Connect the fan BUS cables to a terminal block, 5-pole, as follows:

The wire ends

- of the same colour
- ventilation units operated in pairs attach together with one pole of a terminal block

⇒ A maximum of 4 poles are occupied with 1 wire each.

- ▶ Attach the wire ends of the additional connecting cable, 3-wire, to the terminal block of the corresponding colour (1).

- ▶ Place the connected terminal blocks in the mounting box (2).

⇒ The connecting cable extends out of the mounting box.

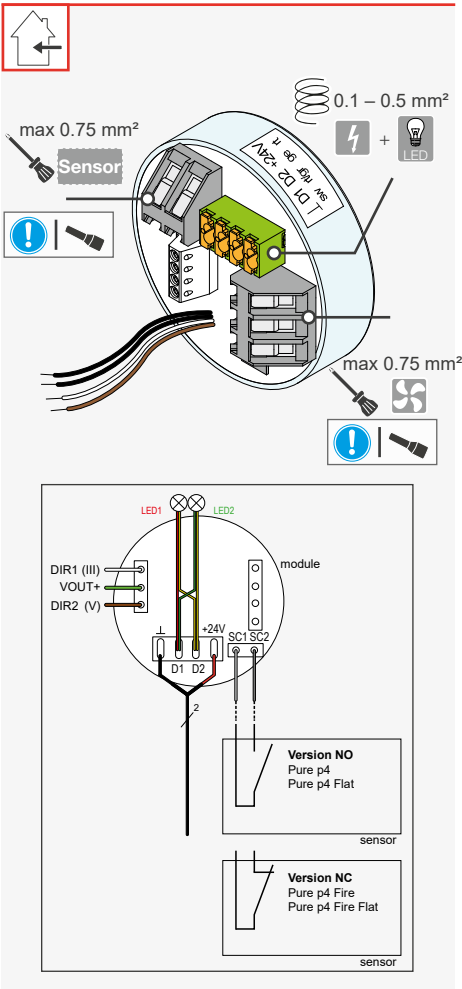
1.1 Connecting the control module

The control module contains the electronics for controlling the inVENTer ventilation units with heat recovery, as well as an LED assembly that acts as visual feedback for the user. The control module is positioned in the mounting box after connection.

When connecting an optional sensor, e.g. humidity sensor or a safety device, also follow the instructions in grey italics.



Stripping tool, crimping tool



Requirements:

- The switching power supply unit is attached.
- The fan wires are distributed.

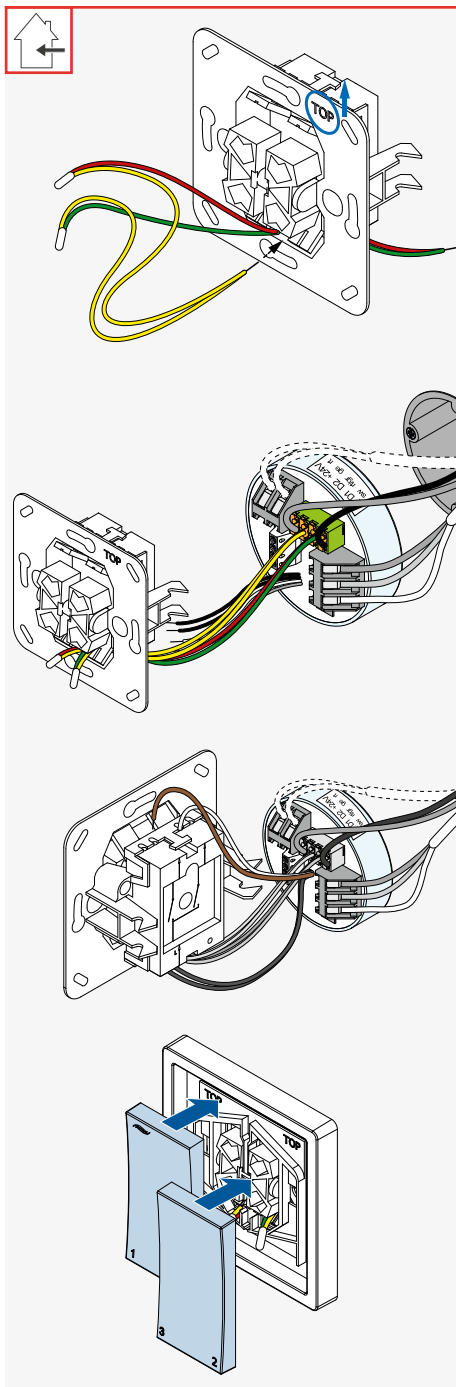


NOTICE: If the terminals are connected incorrectly, the Pure controller or connected components will not work!

- Ensure the correct terminal assignment when connecting the cables.

- Connect the wires in the control module:
- **Fan BUS**, 3-wire, to the 3-pole screw terminal;
 - **Operating voltage cable**, 2-wire, into the 4-pole double terminal:
 - Red wire (+) to the left-hand connecting pole
 - Black wire (⊥) to the right-hand connecting pole;
 - Optional: **Sensor cable**, 2-wire, to the 2-pole screw terminal.

Terminal	Meaning	Colour
⊥	GND	Black
D1	Status LED	Red-green
D2		Yellow
+ 24 V	Supply voltage 24 V DC	Red
DIR1	Direction signal 1	White
VOUT+	Fan operating voltage	Green
DIR2	Direction signal 2	Brown
SC1	External interface (optional sensor)	
SC2		



- Route the wires of the LED assembly in the lower area through the switch's switching element.

- Connect the wires of the LED assembly in the control module:
 - **Yellow LED wires**, to pole D2 (second pole from the right of the 4-pol dual terminal).
 - **Red-green LED wires**, to pole D1 (second pole from the left of the 4-pol dual terminal).

 Use the label attached to the control module to help you.

- Connect the switch to the control module:
 - **Black wires**: Switch input
 - **Brown and white wires**: Switch output

- Place the connected control module in the mounting box.

- Install the switch.

 Position the status LEDs as follows:

- **Red LED** (red/yellow wires) in the lower area of the **left-hand rocker switch**.
- **Green LED** (green/yellow wires) in the lower area of the **right-hand rocker switch**.

⇒ You have installed the Pure controller.

6 Technical data

Feature	Value
Protection class (EN 61140) / Type of protection (EN 60529)	IP20 / II
Switching power supply unit input voltage / mains voltage [V AC] [Hz]	220 ... 240 / 50 ... 60
Switching power supply unit output voltage / Controller operating voltage [V DC]	24
Power consumption in standby [W]	2.5
Max. power consumption [W]	18
Output voltage fan BUS [V DC]	6 ... 16
External switching contact (optional)	
Safety device	Potential-free break contact
Other sensor technology	Potential-free make contact
Operating temperature [°C]	5 ... 50
Electrical protection area (in accordance with VDE 0100)	Outside protection areas 0 ... 2
Conformity	 

7 Scope of supply

Standard components

All standard components are also available as spare parts. Contact your local distributor to order accessories for your controller.

Component	Item number
Pure p4 controller incl. flush-mounted switching PSU	1003-0141
Pure p4 controller incl. DIN rail switching PSU	1003-0142
Pure p4 Flat controller incl. flush-mounted switching PSU	1003-0143
Pure p4 Flat controller incl. DIN rail switching PSU	1003-0144
Pure p4 Fire controller incl. flush-mounted switching PSU	1003-0145
Pure p4 Fire controller incl. DIN rail switching PSU	1003-0146
Pure p4 Fire Flat controller incl. flush-mounted switching PSU	1003-0147
Pure p4 Fire Flat controller incl. DIN rail switching PSU	1003-0148

8 Accessories and spare parts

Contact your local distributor to order accessories for your ventilation system.

Component	Item number
Programming unit	
Pure p4 controller series switch, inVENTer Design	1004-0210
Sensor technology (optional)	
CO ₂ sensor CS1	1004-0145
HYG18 humidistat	1002-0044
HYG12 humidistat	1002-0015
Switching power supply units	
Switching power supply unit NT17-s8 (for DIN rail installation)	3002-0275
Flush-mounted power supply unit NT17-Mz/s8	3002-0267

Installation accessories	
Flush-mounted plasterboard box 68x61 (for DIN rail switching PSU)	1003-0084
Flush-mounted box 60x66 (for DIN rail switching PSU)	3002-0244
Flush-mounted plasterboard box (for flush-mounted PSU)	1003-0150
Flush-mounted dual chamber box incl. dividing wall (for flush-mounted PSU)	1003-0149
Round cable LiYY-O 3x0.75 (33m)	1004-0020

9 Troubleshooting

Fault	Possible cause	Remedy
Control module not working	Switching power supply unit not connected correctly.	Check connection / contacts. Check the power supply.
	Pause timer set.	Cancel the pause timer: move the right-hand rocker switch back and forth twice.
LEDs do not light up / show the wrong operating mode.	Connection not correct / incorrect polarity.	Check connection / contacts. Check the power supply.
The control elements do not operate as described.	Connecting wires to the switch back to front.	Check the brown/white wires on the switch.
Fans do not start.		Check the fan distribution
LED flashing red. Fans are not running.	External switching contact triggered.	Check the sensor / pressure sensor.
LED flashing green. Fans at output level 75 %.		Check the controller variant (information on type plate): p4 (Flat): Sensor p4 Fire (Flat): Pressure monitor

If you cannot eliminate the fault, please contact our technical customer service.
You can find information about doing so in section 11: Service.

10 Guarantee and warranty

Guarantee

Outside Germany, the national guarantee provisions of the country in which the system is sold apply. Please contact the distributor for your country.

The guarantee covers all defects that were present at the time of purchase. Failure to observe the intended use will invalidate all warranty claims.

Manufacturer warranty

inVENTer GmbH provides a five-year warranty for electronic components. This covers premature product wear.

Further information about the warranty is available at www.inventer.de/guarantee

11 Service

Claims

Check the delivery for completeness and transport damage upon receipt using the delivery note. Report missing items immediately, and at the latest within 14 days to your supplier, distributor or factory representative.

Warranty and guarantee claims

In the case of a warranty or guarantee claim, contact your local distributor or factory representative.

In all cases, please return the complete unit to the manufacturer.

The warranty is an additional offering by the manufacturer and in no way affects the applicable law.

Accessories and spare parts

To order components for your ventilation unit, contact your nearest distributor or our service staff.

Technical customer service

For technical support contact our service staff:



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