

SPECIAL TERMS AND CONDITIONS

COOLING

Generally

These special terms and conditions for the Cooling category are supplemental to, and form an integral part of, Ahlsell's General Terms and Conditions of Sale applicable from time to time.

Complaints

In connection with invoicing for rectification of defects relating to air condition units (Sw. *enhetsaggregat*), factory produced CO2 units (Sw. *fabrikstillverkade CO2 aggregat*), and Refa units (Sw. *Refa ramaggregat*), in addition to the supplement to paragraphs 27 and 30 of NL 17, the following shall apply: An agreement should be reached with the responsible sales persons prior to action being taken.

Complaints must be notified via the Online Service Retur & Reklamation (available at Ahlsell's website www.ahlsell.se). Installation qualification protocol shall always be provided. Any notifications of warranty claims that are incomplete will not be accepted.

The hourly rate charged will be no more than SEK 450 per hour. See the applicable hourly rate for each activity. The maximum mileage cost for cars is SEK 40 per 10 km, and the maximum distance is 100 km.

Damaged goods must be received by us no later than 2 months after the damage was discovered.

Air conditioning units that are window units, portable units and dehumidifiers, etc., are covered by a 2-year warranty on materials.

Installation qualification protocol

The warranty terms and conditions for air conditioning units and preassembled compressor units will only be applicable if Ahlsell's Cooling installation qualification protocol has been completed and sent to us 2 weeks after installation and start-up.

The installation qualification protocol for the Clint unit is registered digitally, and a link to the registration page is created at the time of sale. A correctly completed installation qualification protocol showing that the facilities/units have been

correctly started up is necessary in order to invoke the suppliers liability for defects.

The installation qualification protocol is reviewed in the event of any complaint and is the basis for determining the question of liability. Annual service and maintenance of Clint, HiRef, air conditioning units and preassembled compressor units must be supported by documentation.

Split units, data centre cooling units, and outdoor cooling units (so-called condensing units)

Copeland, Profroid, Silensys, Clint, HiRef, etc., products and units, which are not air conditioning units, are covered by a 2-year warranty on materials.

Please see specific warranty terms for Hitachi, Innova and Samsung heat pumps.

Refrigerants

Recovery fee for synthetic refrigerants is currently SEK 29.20/kg.

The following terms and conditions apply to rented cylinders:

- A rental fee of SEK 4 per day and cylinder is charged commencing on the 4th month. For CO2 cylinders, rental fees are charged from the first day.
- For CO2 cylinders, a deposit of SEK 1000 is collected upon delivery.
- If the cylinder has not been returned to Ahlsell Sverige AB within 12 months from the date of delivery, the customer is charged as follows: Cylinder size: Mini (3.1 ltr.) SEK 900; small (12.3 ltr.) SEK 900; medium (27 ltr.) SEK 2,000; and large (61 ltr.) SEK 2,400. For CO2 cylinders, SEK 3,500 is charged. There is no refund for CO2 cylinders returned after a charge has been charged.
- An administrative fee of SEK 400 per cylinder is charged for set-off for cylinders which have already been invoiced.

Supplement to delivery provisions

Maximum hourly rate for working on, or repairing an air-conditioning unit or preassembled unit as defined in KYLA-22 is stated in the tables below:

Mechanical components

Measure/component	Time
Air cooled batteries	
Hermetic compressors and scroll compressors, 1 circuit	4
Hermetic compressors and scroll compressors, semi- compressors 2 to 25 hp, more than 1 circuit	6
Semi-hermetic compressors, 30 to 60 hp.	8
Semi-hermetic compressors, 70 to 150 hp.	10
Change of compressor	
Hermetic compressors and scroll compressors, semi-hermetic compressors 2 to 25 hp.	3
Semi-hermetic compressors, 30 to 50 hp.	4
Semi-hermetic compressors, 70 to 150 hp.	5
Change of compressor including installation of suction filter with part replacement	
Hermetic compressors and scroll compressors, semi-hermetic compressors 2 to 25 hp.	6
Semi-hermetic compressors, 30 to 50 hp.	15
Semi-hermetic compressors, 70 to 150 hp.	18
Plate heat exchanger	
Hermetic units and scroll units	3.5
Semi-hermetic units	5
Tube heat exchanger	
2 circuits	18
3 circuits	20
4 circuits	22

Measure/component	Time
Miscellaneous	
Sight glass, indicator	1
Accumulator tank	3
Thermal expansion valve	1.5
Expansion tank	0.5
Humidifier	1.5
Tank or flash chamber	2
Manometer	1
Relief valve	0.5
Sound damper, vibration damper	2
Oil separator	2
Check valve	1.5
Pressure relief valve	1
Pulley (fan) + belt	1
Pump	1.5
Dry filters	0.3
Safety valve	1.5
Vacuum suction, leak test + refrigerant filling (1 circuit)	
Hermetic compressors and scroll compressors, semi-hermetic compressors 2 to 25 hp.	2.5
Semi-hermetic compressors, 30 to 60 hp.	3.5
Semi-hermetic compressors, 70 to 150 hp.	4.5