



User manual

GUARANTEE:

The disadvantages of the product
are 36 months from the date of purchase.

Are required for a warranty claim
date of purchase and product code.



Displacement pump with a grinder **Harpia 1100**

CONTENTS



1.	PRODUCT APPLICATION	26
2.	WORKING CONDITIONS	27
3.	SPECIFICATION	27
4.	THE MOST IMPORTANT INFORMATION	27
5.	INSTALLATION	28
	Electrician	29
	Basic information	29
	Description of the pump unit inside	30
6.	OPERATION OF THE PUMP	31
	Operation of the pump	31
7.	MAINTENANCE	32
	Precautions	32
	Storage	33
	Check the direction of rotation	34
	Replacement of parts of the grinder	34
	Dismantling the grinding ring and grinding rotor	34
	Warning Notes	35
	General technical control	36
	Lubrication procedures	36
	Preventive maintenance	36
	Problem – Typical solution	36
8.	TROUBLESHOOTING	37
9.	DIMENSIONAL AND INDICATIVE DRAWINGS	40
10.	11. WARRANTY LIMITATIONS	42
	The following situations will invalidate the warranty	42
11.	DIMENSIONAL AND INDICATIVE DRAWINGS	40
12.	WARRANTY LIMITATIONS	42
	The following situations will invalidate the warranty	42
13.	LET'S TAKE CARE OF OUR ENVIRONMENT	43
	Disposal Information	43
	Disposal of the used product	43

**Warning!**

The symbol „danger“ is used for notes that are not followed may cause danger to life or health on the part of the installation electricity. Before proceeding with activities marked with this symbol, the pump supply cable must be disconnected from the power supply.

**Warning!**

The symbol „danger“ is used for notes that are not followed may cause danger to life or health.



Failure to follow the rules contained in this manual will result in the risk of explosion or ignition.

Attention!

The symbol is used for notes, the non-observance of which may result in the risk of damage to the device and danger to life and health.



Before installing and operating this product, please read this installation and operation manual carefully to avoid unnecessary losses.

Attention!

The operating manual is the basic element of the purchase contract. Failure by the user to follow the recommendations contained in the operating manual is inconsistent with the contract and excludes any claims resulting from a possible failure of the device as a result of use that is not in accordance with the recommendations.

The manufacturer is not responsible for errors in the operation of the device, if it has been incorrectly connected, damaged, modified and / or used for a purpose not falling within the scope of the recommended work or not in accordance with the indications. Contained in this manual. The manufacturer is also not responsible for possible errors in the operating manual resulting from printing or copying errors. The manufacturer reserves the right to make any modifications to the product that it may find necessary and useful, and not affecting its basic characteristics.

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This equipment is not intended for use by persons (including children) whose physical, sensory, mental abilities or lack of experience and knowledge prevent them from using the equipment safely without supervision or instruction.

Thank you for purchasing the Ipro Harpia 1100 pump

Please take the time to read the instructions carefully before using this device. We strongly recommend that you keep this manual in a safe place for future reference.

The Harpia 1100 M / T pump with a grinder has been designed using the latest materials and technologies. Before installation and operation, check the following points:

- Check compliance with local electrical and plumbing regulations to make sure that you are using the machine correctly. These recommendations have been prepared with your safety in mind. Make sure you follow them.
 - We recommend that you lead a separate circuit from the house switchboard, suitably protected by a fuse or a circuit breaker. We also recommend the use of an earth fault circuit. About the wiring consult a licensed electrician.
 - The grounding clamp on the three pronged plugs should never be removed. They are delivered and designed with your protection in mind.
 - Never make any adjustments to any electrical appliance or product while power is on. Not only do you turn off the fuse or switch off the circuit breaker, but also remove the plug from the socket.
-

1. PRODUCT APPLICATION

The Harpia 1100 submersible sewage pump is recommended for pumping domestic sewage (including raw sewage containing faeces), rainwater with suspended solids, dirty water with solid fractions and short fibrous materials from residential and technical buildings, discharges of industrial pollutants or animal husbandry. It is ideal for situations where high pumping pressure is required through narrow discharge lines.

2. WORKING CONDITIONS

- Single-phase power supply 230 V / 50 Hz (M version) or three-phase 400 V / 50 Hz (T version)
- The pumped medium should have a temperature not higher than 40 °C and a density of $\leq 1150 \text{ kg / m}^3$
- pH range 4–10
- Since most of the pump components are made of cast iron, the pump cannot be used to pump highly corrosive media or with highly corrosive or abrasive solid particles.
- Maximum immersion depth $\leq 8 \text{ m}$.

3. SPECIFICATION

Model	Power		Delivery		Flow/ Head				Dimensions L x W x H (mm)	Weight (kg)
					40 l/min	10 m	15 l/min	70 m		
	KM	W	mm	Cale	25 l/min	30 m	10 l/min	90 m		
HARPIA 1100	1.5	1100	32	1–1/4"	20 l/min	50 m	5 l/min	110 m	408 x 316 x 720	41

4. THE MOST IMPORTANT INFORMATION

- Automatic thermal overload protection shuts down the motor in case of overheating due to low voltage, impurities in the pump or other problems. Normally the engine cools down in 10 minutes and restarts automatically.
- The pump grinder contains metal parts that rotate at high speed. Be careful around the pump base when power is applied. Make sure the pump is in the tank or away from people and lines when working. The grinding pump is designed for continuous operation under water. The induction motor is heat and moisture insulated to Class B 265F (130 °C).
- The impeller and helix are designed to provide efficient flow characteristics and clog-free operation. Hardened cutters grind solids and fibrous materials into small particles that can be safely pumped through small diameter pipes.

- Usually the grinder pump is located indoors or outdoors, if used in a sewage system, please refer to local hydraulic codes for tank venting requirements. The pump must not be installed in a location classified as hazardous in accordance with the National Electrical Code, ANSI / NFPA70
- The grinder installations should be checked annually for debris and / or build-up that may interfere with the "ON" or "OFF" positions of the floating float switches. Repairs and service, other than knife assembly maintenance, should only be performed by experienced professionals. Authorized service stations, so do not try to twist the inlet grinder at the bottom of the machine with your fingers. Use the wrench when checking or removing the knife; always disconnect the power when it needs repair.
- **In the case of using a reinforced conduit pipe for connection box connected outside or inside, it must be installed with the appropriate water tightness class.**
- The pump motors are available in single and three-phase versions. Single-phase motors require a starter relay. The starting capacitor and the run capacitor, which are installed in the control panel (see figure), and the three-phase pumps require an overload protection in the control panel.
- For the 1-phase 1100M model, only power supplies with a system impedance of 0.207 ohms or less can be connected. If necessary, contact the delivery authority for information on the system impedance.

5. INSTALLATION

The grinding pumps must be installed in a tank that is deaerated according to local hydraulic regulations. This pump must not be installed in a location classified as hazardous under the National Electrical Code, ANSI / NFPA 70. The installation should be of sufficient depth to ensure all plumbing is below the frost line.

Installation and piping instructions are included with the control panel, rail system and tank manual. If a pump is retrofitted to an existing runner system, additional parts may be required. Consult the manufacturer for the make and model of the slide system being used.

Regarding indoor use, please refer to the below assembly drawing for the hardware to assemble the whole kit.

Disconnect the pump when the fluid supply is exhausted. Dry-running overheating will damage the impeller or cause it to weld to the pump housing.

Electrician

Risk of dangerous or fatal electric shock: Disconnect the pump before its servicing. Do not operate the pump or try to work on the pump with wet hands or standing on a wet or damp floor.

For your protection, always disconnect the pump from the power supply before servicing

All electrical connections must be wired and grounded in accordance with the National Electrical Code and all applicable local codes and / or catalogs.

Installation and control of electrical circuits and equipment should be performed by a qualified electrician with permissions.

To avoid a dangerous electric shock, keep the cord dry at all times.

Basic information

The grinding pump is designed for grinding and pumping domestic wastewater. The pump is a positive displacement pump, a progressive cavity pump. The grinding pump consists of an assembly pump with integrated wastewater crusher (we call it the cutting ring, see construction). The contactor / relay coil is energized and the relay contacts close to supply electricity to the pump motor. As the motor starts and runs, the grinder grinds any solids. The waste water is then pumped through the pump rotor and stator until the liquid is lowered to the cut-off level (in conjunction with the plug control or control with a float switch). This reduces the pressure on the circuit breaker diaphragm, which opens the electrical contacts in the circuit breaker, opens the contacts in the contactor and disconnects power to the motor.

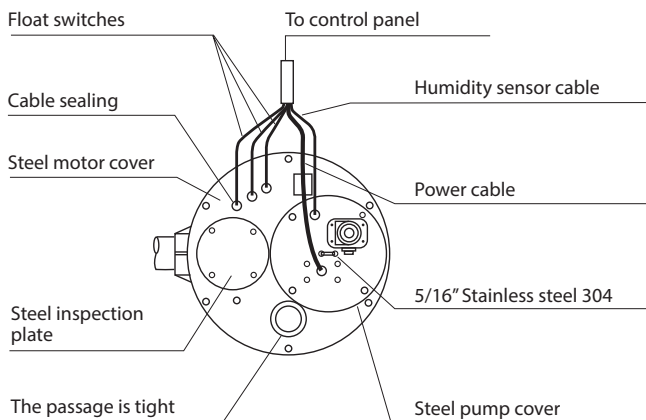
Mostly the grinder pump is combined with an alarm indicator (light or buzzer) to alert the owner or to be controlled by a float switch or other device, but we don't deal with that much in this manual. If you are interested in a different application of the pump, please contact our sales department.

Description of the pump unit inside

Please see attached drawings recommended for stations as below, except items 5 and 6, other items will be needed to support indoor installation like list from 1 to 4, from 7 to 12 items, where:

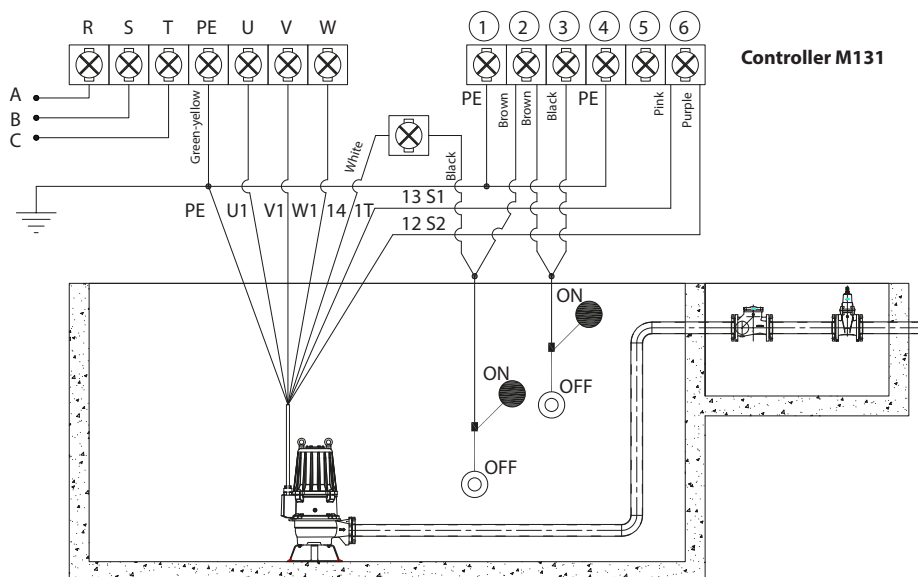
- Alarm panel - make sure that the alarm panel is properly installed and free from damage. Check if the alarm panel is properly connected according to the product manual.
 - The supply voltage complies with the voltage specified on the rating plate.
1. Please pay attention to servicing the electrical system as described in the reminder below.
 2. Make sure electrical power to the alarm panel is turned off. (If you add an alarm panel to the system.)
 3. Make sure that the grinder pump circuit breakers (dual) and alarm (single) switches in the alarm panel are in the "OFF" position.

Top view



4. Turn ON the power to the alarm panel from the building control panel. (To use alarm settings)..
5. Use a test meter (voltmeter) to check that the panel input voltage is within 10% of the voltage on the pump nameplate (for a 230V pump, the panel voltage must be 207V to 253V). If the voltage is outside of this range, do not continue commissioning the station. The voltage issue must be resolved before continuing.

Example of pump connection to the M131 controller



Any electrical connections may only be made by a qualified electrician with appropriate permissions.

6. OPERATION OF THE PUMP

Operation of the pump

Warning: Accidental contact with the movable blades can cause serious injury. Keep your clothes, hands, and feet away from the knives whenever power is applied to the pump..

HARPIA 1100T
Three phases



HARPIA 1100M
Single phase



1. It is not necessary to check the direction of rotation with a single-phase pump.
2. Fill the reservoir until the entire pump is covered.
3. Open the slide gate in the discharge line.
4. Turn on the pump. If the pump is running and the liquid in the tank is not pumped out, stop the pump and close the discharge gate. Then raise the pump until the packing collar is opened to remove trapped air. Lower the pump, open the discharge gate and restart the pump.
5. The level control should be set so that the pump turns off when the level is approximately 2 inches above the pump suction inlet and turns on when the level is approximately 2 inches above the motor.
6. If problems occur, check the power source. Make sure a separate one is available power line. Check the supply voltage.
7. Check the winding resistance. If this is not according to the guidelines, return the pump to an authorized service center or repair center. Since the motors are filled with oil, no lubrication or other maintenance is required. The pump should be checked quarterly for corrosion and wear.
8. If the pump is installed indoors, the control panel and alarm operation must be checked twice.



Note: Never work on the pump when the power is on. Make sure the ground wire is securely connected and that the appliance is properly grounded in accordance with local regulations.

7. MAINTENANCE

Precautions



If the electronic control device does not contain functions to prevent short circuit, overload and phase loss, the end result will be for sure motor burnout. Therefore, the electronic control device must contain a reliable one security functions. Otherwise, any ensuing consequences the sole responsibility of the user. According to statistics, motor burning accounts for more than 42% of all pump failures. It has been shown that an electronic device control is not installed by most of the users with which it occurred engine burnout. Because the loss of one phase accounted for more than 80% of the faults caused from burning the motor, it is necessary to understand the basic information about the danger of phase loss and preventive measures. In addition to the exclusion one phase by the power plant causes a complete power failure it may be: blown fuse in one of the phases, breakage of the power cord on one supply wire, loose contact of one of the phases on the motor windings, damage single contacts

of electrical switches, including switch contacts shut-off devices and contactor. Of the reasons mentioned, the most common one is blown or blown fuse on one of the phases. This indicates that the use of the same short-circuit fuse does not guarantee safe operation of the motor. Instead this is a potential motor burn hazard. Therefore, when the fuse is used for short circuit protection, please ensure simultaneous installation thermal relay with differential phase loss protection.

The pump power cable is completely airtight and the cable seal is at the entrance to the motor effectively protects the motor against water ingress in case of damage cable. Nevertheless, if the outer insulation of a cable is damaged, water ingress into the cable significantly reduces its insulation resistance. Even if the outer insulation of the cable is intact, do not immerse the end of the cable in water. Damaged or flooded cable should be replaced with a new one at an authorized service point. When a new pump is delivered, the cable end is insulated with plastic sleeves. They can only be removed immediately before connecting the pump in the control box.

Place the pump vertically in water, do not stand it sideways on the ground or sink it into sludge.

The discharge line must be installed with a flow regulating valve. Start the pump with the valve of the flow regulator closed to reduce it inrush current and regulate the flow to prevent overload operation.

Storage



To store the new pump, inject oil into the gaps between the impeller and the pump housing. The bending radius of the cables should be at least ten times their diameter, and the cables should be shielded against high temperature and sunlight. The plastic sleeve at the end of the cable must be intact and protected against damage and removal. Place the pump upright in a dry place. The pump must not stand on the cable.

In order to store a used pump, it should be cleaned and wiped dry, in particular wipe dry or burn dry the gaps between the impeller and the pump housing, and then follow the above-mentioned rules for storing a new pump.

During long-term downtime of the pump installed in the pumping station, it should be started once every 1 or 3 months for a period of 5 minutes to prevent rust in the gaps between the impeller and the pump housing and to prevent fouling in the pump and around the pump inlet. If the water level in the pumping station is often low, the time interval between two checks should be shorter.

The pump should be started more frequently. The rules must be followed before each control cycle.

**Warning!**

Failure to heed warnings is likely to result in fatal accidents



The pump and electronic control devices must be grounded well and reliably

Never enter the drain or touch the pumped water while the pump is running.

Before any maintenance operations, disconnect the pump from the electricity supply.

The electrical installation supplying the pump must be equipped with a residual current device with a rated operating current ΔI_n not higher than 30 mA. The manufacturer and guarantor are released from any liability for damage to people or property resulting from powering the pump bypassing the appropriate switch.

Do not yank, squash or stretch the power cord or use it to lift the pump. The cable must not be pulled while the pump is running. Each damaged cable should be replaced at an authorized service center. Never immerse the cable ends in water.



Never use this pump in a flammable or explosive medium or for pumping flammable liquids.

Check the direction of rotation



Before placing the pump in the tank, turn on the power and check the correct direction of rotation. The correct direction of rotation is that the impeller turns counterclockwise when viewed from the pump suction port. If the direction of rotation is incorrect, reverse the power leads of any two phases. If the direction of rotation is correct, the phase sequence between the power supply conductors and the phase conductors of the motor cable must be respected. Before the test you should carefully check that there is no foreign material in the impeller and pump housing, and never put your hand or any other object into the pump. Do not run the pump dry for a long time.

Replacement of parts of the grinder

If necessary, replace the grinder parts due to wear or check for clogging:

1. Close the shut-off valve downstream of the pump.
2. Turn off the circuit breaker.
3. Proceed with disassembly of the cutting parts

Dismantling the grinding ring and grinding rotor

1. Remove the 4 screws from the grinder ring seat with the socket wrench / spanner, then the grinder ring can be easily removed.

2. Unlock the nut at the end of the shaft with a spanner or a ring spanner, fasten the cutter with pliers. Take care that the cutter slips off the shaft when turning the nut counter-clockwise.
3. Hold the cutter seat and clean each groove surrounding the inside diameter with a small diameter rod with a tip to clear the inside groove area.
4. Never remove the plastic stator after opening it to see the inner rotor and the plastic stator.
5. Always be careful with the inner sharp cutter blades as well as the cutter ring inside the sharp circle, otherwise it will damage your fingers.
6. Clean around the cutting ring with a wire brush and file off any jagged gaps.
7. Before changing the cutter, make sure that the retaining screw on the bottom of the pump shaft is tightened..
8. Make sure knife and shaft turn freely by hand after reassembly. After completing the fastening of the knife, there should be no contacts or tight places.
9. In the event of friction or pulling on the grinder ring, loosen the 4 screws in the grinder ring seat and tap lightly with a hammer to loosen. Tighten the screws. Be sure to tighten the screws evenly while pressing on all 4 screws.

Do not fully tighten one bolt before tightening the other bolts. This will result in misalignment and seizure of the grinding ring and knife.



Allow pump to cool for at least 20 minutes before servicing. The engine may be very hot. It may cause an injury..



Always disconnect electrical power before attempting to install, service, or perform any maintenance. If the power source is out of sight, lock and tag it in the open (off) position to prevent unexpected power connections. Disconnect the electric cable from the power supply. Failure to do so may result in a lethal electric shock. Only qualified electricians should repair this device. Incorrect repair can cause a lethal electric shock.

Warning Notes

Repairs and service should be performed only by an authorized service station.

Never enter the tank until it has been properly vented and tested. Anyone entering the tank should wear a harness with a safety rope protruding to the surface so that it can be pulled out in case of choking.

The waste water gives off methane and hydrogen sulfide which can be very poisonous. Installation and inspection of electrical circuits and equipment should be performed by a qualified electrician. The pump must not be lifted by the power cord. The device must be cleaned and disinfected inside the pumping chamber and on all external surfaces before servicing.

General technical control

Before commissioning the system, it should be checked by a qualified technician.

Lubrication procedures

No lubrication is required. If pumps are to be stored for more than six months, see the storage procedure under Storage and Containment.

Preventive maintenance

Preventive maintenance is recommended to ensure a long product life. Recommended maintenance schedule as follows:

1. Every 1 month

- Check that the float functions properly and is unobstructed.
- Hear if the check valve is working properly.

2. Every 3 months

- Check and test the system for proper operation.
- Clean the cutting ring slots with a wire.

Problem – Typical solution

1. The pump does not start or does not run.

Blown panel or circuit breaker fuse, low voltage, open thermal overload, broken capacitor circuit, clogged cutter or rotor, pressed or broken float switch, incorrect wiring in panel control, water in hood assembly.

2. The pump does not stop.

Airlock, debris under the float, broken switch, sewage inflow exceeds pump capacity.

3. Pump runs but delivers little or no water.

Inlet clogged with grease or sludge, air pump blocked (clean vent hole), low or incorrect voltage, clogged discharge line, working near the shut-off head.

4. Pump starts and stops too often.

The non-return valve is blocked or damaged. Sewage sump too small. No level adjustment. Thermal overload release.

5. Motor overheats and shuts down due to overload.

Incorrect voltage, blocked impeller or cutter, negative lifting (outlet lower than pump inlet). Defective float "off". The pump runs continuously when the water level is low. Low oil level in the engine housing.

6. A large red flashing light on the control box lights up.

Check the pump for clogging or overload. For single-phase pumps, check the starting capacitor on the control panel.

7. The grease and solids collect in a sump around the pump.

Break down the solids and run the pump with the water running down the sump. Allow the level to drop to the pump inlet. Continue until the solids are removed from the bottom. Do not drain the cooking fat down the sink.

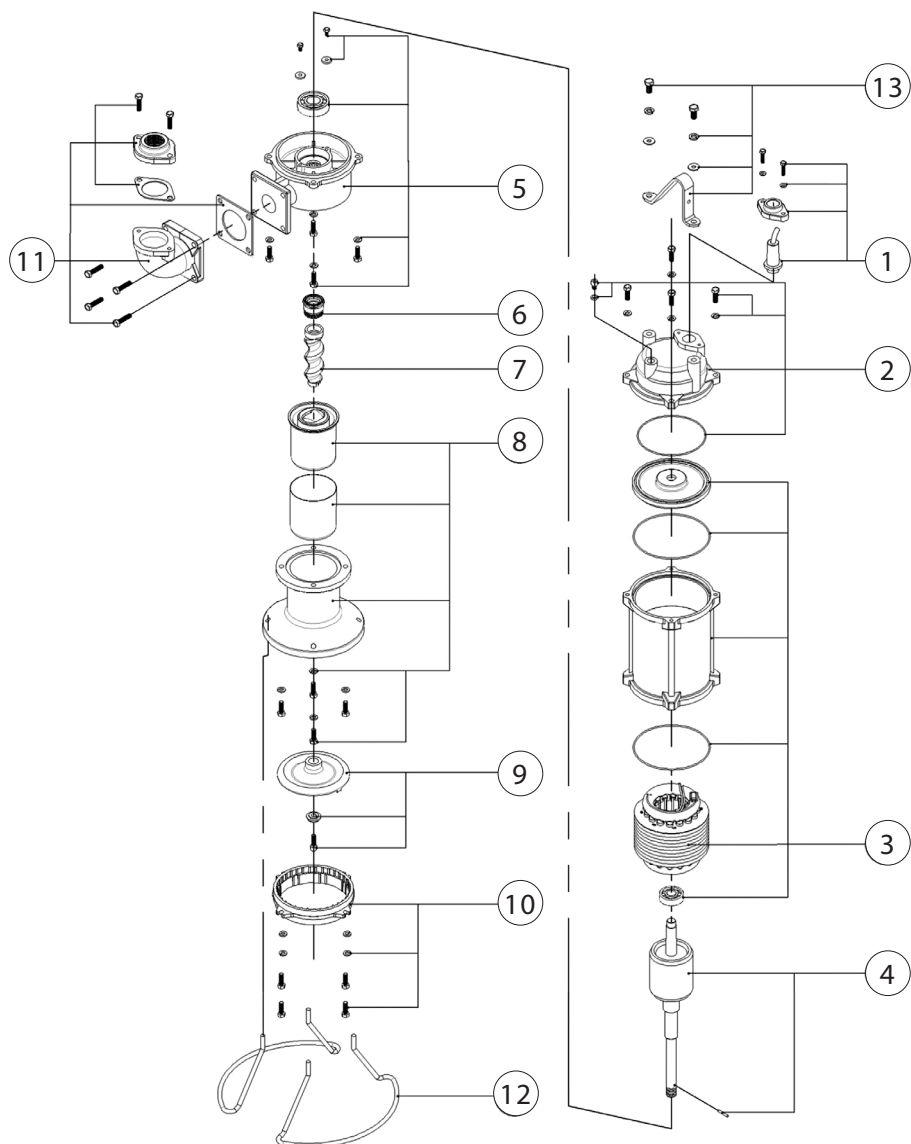
8. TROUBLESHOOTING

Before listing the problems and their possible causes as below, please also to read the table below:

Failure to deliver fluid	• Release trapped air • Delivery head too high • Clogged pump or piping • Flow rate too low
Delivered insufficient amount of fluid	• Delivery head too high • Impeller or cutters partially clogged or damaged • Incorrect rotor diameter • Flow rate too low
Insufficient pressure stamping	• Air or gases in the liquid line or piping • Impeller damaged • Incorrect rotor diameter • Flow rate too low
Pump overloads the engine	• Specific gravity or viscosity of liquid too high • Flow rate too high • Head lower than expected • Pumping too much fluid • Pump clogged • Defective bearings • Faulty rotor
The pump is there loud	• Defective bearings • No axial play between impeller and scroll • No diametral play between radial cutter and the cutting ring – check the gap carefully

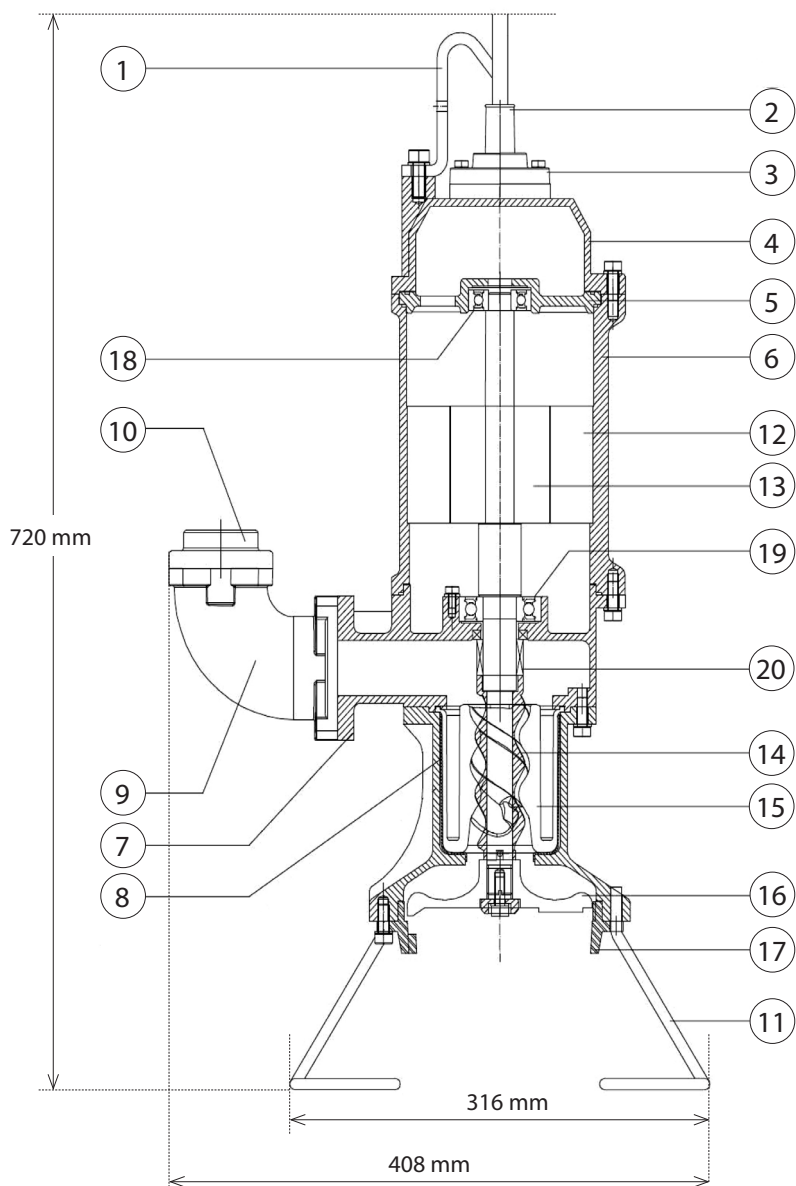
9. PUMP CROSS SECTION AND LIST OF COMPONENTS

No.	Part description	Q-ty	Part number
1	Power cord set • Cable • Cable gasket, bolts and washers	1	HARPIA 1100-01
2	Top cover • Screw plug, gasket • O-ring • Bolted connections	1	HARPIA 1100-02
3	Motor housing and stator • Thermal switch and winding • Top and bottom O-rings • Upper bearing / bearing seat	1	HARPIA 1100-03
4	Rotor and shaft • Main part	1	HARPIA 1100-04
5	Main part • Lower bearing • Bearing socket • Screw connections of the socket with washers	1	HARPIA 1100-05
6	Mechanical seal	1	HARPIA 1100-06
7	Displacement impeller	1	HARPIA 1100-07
8	Rubber auger with cover • Set of bolted joints	1	HARPIA 1100-08
9	Grinder • Set of bolted joints	1	HARPIA 1100-09
10	Cutting ring • Bolts and washers	1	HARPIA 1100-10
11	Elbow Kit (GD-0255) • Elbow with seal • Flange with gasket • Screws	1	HARPIA 1100-11
12	Base	2	HARPIA 1100-12
13	Handle with screws and washers	1	HARPIA 1100-13



10. DIMENSIONAL AND INDICATIVE DRAWINGS

No.	Description	Material
1	Handle	Steel
2	Cable gasket	NBR
3	Cable holder	Cast iron
4	Top cover	Cast iron
5	Bearing cover	Cast iron
6	Motor housing	Cast iron
7	Pump body	Cast iron
8	The knife socket	Cast iron
9	Elbow (ordered separately)	Cast iron
10	Flange (Order Separately)	Cast iron
11	Base	Steel 304
12	Stator	Laminated steel
13	Rotor	Steel 410
14	Displacement impeller	Steel 304
15	Flexible auger	NBR
16	Knife	Steel 440
17	Cutting ring	Steel 440
18	Bearing	SUJ2
19	Bearing	SUJ2
20	Mechanical seal	SIC/SIC



11. WARRANTY LIMITATIONS

The manufacturer guarantees to the buyer and subsequent owner during the warranty period that each new product will be free from defects in material and workmanship under normal use and service, with proper use and maintenance, for a period of 36 months from the date of purchase by the end user. Parts that are damaged during the warranty period, in the event of material or manufacturing defects as a result of the inspection, will be repaired, replaced or refurbished at the discretion of the Manufacturer, provided, however, that in this way we will not be obliged to replace the entire assembly, the entire mechanism or the entire mechanism. team. Any transportation charges for Products or parts returned for repair or replacement must be paid by the buyer.

This Limited Warranty does not cover Products that have been damaged as a result accident, abuse, misuse, neglect, improper installation, improper maintenance or operation not in accordance with the Manufacturer's written instructions.

The following situations will invalidate the warranty

- Dry pumping
- Handling of highly abrasive solutions, fuels (gases etc.) or other flammable
- liquids, thinners, acids or other strong chemical solutions.
- Handling fluids hotter than 120 ° F (50 ° C), full / partial
- disassembled engine.
- Abuse by the user,
- Commercial or industrial use.
- Changes to the electric cord or plug.

12. LET'S TAKE CARE OF OUR ENVIRONMENT

Each user can contribute to the protection of the environment. It is neither difficult nor Expensive. For this purpose, a cardboard box for waste paper, bags should be provided of plastics in the plastic container. Used device should be returned to an appropriate storage point.

Disposal Information

The packaging of this product can be recycled. Contact the local authorities for information on the correct method of disposal.

Disposal of the used product



The used product is subject to disposal as waste only in selective waste collection organized by the Network of Communal Electric and Electronic Waste Collection Points. The consumer has the right to return the used equipment to the electrical equipment distributor's network, at least free of charge and directly, as long as the returned device is of the correct type and performs the same function as the newly purchased device. It is forbidden to throw away the used device together with other household waste.

The year the device was marked with the CE mark
(entered by the seller on the basis of the nameplate)



DEKLARACJA ZGODNOŚCI

1. POMPY ZATAPIALNE HARPIA 1100
2. DAMBAT Jastrzębski S.K.A, Adamów 50, 05-025 Grodzisk Maz,
POLSKA, e-mail: biuro@dambat.pl
3. Niniejsza deklaracja zgodności wydana zostaje na wyłączną odpowiedzialność producenta.
4. Pompy zatapialne z typoszeregu zawartego w punkcie 1.
5. Deklarujemy z pełną odpowiedzialnością, że pompy zatapialne do których niniejsza deklaracja się odnosi, zostały wykonane zgodnie z następującymi dyrektywami i zawartymi w nich odniesieniami do norm zharmonizowanych:
 - Dyrektywa MD Nr. 2006/42/WE
Zastosowane normy: EN 809:1998 + A1:2009
 - Dyrektywa LVD Nr. 2014/35/UE
Zastosowane normy: EN 60335-1:2012+AC:2014, EN 60335-2-41:2003+A1:2004+A2:2010
 - Dyrektywa EMC Nr. 2014/30/UE
Zastosowane normy: EN 55014-1:2006+A1 2009+A2:2011, EN 61000-3-2:2014



Adam Jastrzębski

Gawartowa Wola | 17.06.2022

KARTA GWARANCYJNA

Poniższa karta gwarancyjna ważna jest tylko wraz z oryginałem dokumentu zakupu, tzn. fakturą lub paragonem. Ponadto musi być potwierdzona przez sprzedawcę podpisem i pieczętą. Karta gwarancyjna bez załączonego oryginalnego dokumentu zakupu jest nieważna.

1. Gwarantem urządzenia jest DAMBAT Jastrzębski S.K.A, Adamów 50, 05-025 Grodzisk Maz, kompleks Panattoni.
2. Dla klientów posiadających oryginał dowodu zakupu w postaci paragonu fiskalnego lub oryginału faktury, okres gwarancji wynosi 36 miesięcy.
3. Gwarancja nie włącza, nie ogranicza ani nie zawiesza uprawnień kupującego wynikających z przepisów o rękojmi za wady rzeczy sprzedanej.
4. Gwarancja obejmuje bezpłatne usuwanie wad urządzenia powstałych w wyniku błędu w produkcji.
5. Warunkiem obowiązywania gwarancji jest przestrzeganie zaleceń zawartych w instrukcji obsługi.
6. Gwarancja nie obejmuje:
 - Uszkodzeń będących wynikiem niewłaściwej obsługi lub eksploatacji niezgodnej z przeznaczeniem i instrukcją obsługi;
 - Uszkodzeń powstałych w wyniku działania sił zewnętrznych, których przyczyną tkwi poza urządzeniem, którego gwarancja dotyczy (np. uszkodzenia mrozowe, transportowe, pożar, powódź itp.);
 - Uszkodzeń powstałych na skutek ingerencji w konstrukcję urządzenia osób nieupoważnionych przez gwaranta.
7. Gwarancja traci ważność w przypadku:
 - Stwierdzenia w autoryzowanym serwisie zmian konstrukcyjnych dokonanych przez osobę nieupoważnioną przez gwaranta;
 - Stwierdzenia w autoryzowanym serwisie prób demontażu urządzenia przez osobę nieupoważnioną przez gwaranta, poza czynnością dozwoloną instrukcją obsługi;
 - Stwierdzenia w autoryzowanym serwisie jakichkolwiek poprawek w karcie gwarancyjnej dokonanych przez osoby nieupoważnione przez gwaranta;
 - Stwierdzenia w autoryzowanym serwisie jakichkolwiek rozbieżności między wpisami w karcie gwarancyjnej a dokumentem zakupu.
8. Gwarancja obejmuje tylko urządzenia eksploatowane na terenie RP.
9. W przypadku wysyłki urządzenia do naprawy przez użytkownika, przy wysyłkach urządzeń – między innymi o wadze powyżej 20 kg – gwarant pokrywa koszty transportu do serwisu. Przed wysyłką proszę skontaktować się z gwarantem w celu uzyskania informacji, którą firmą kurierską wysłać urządzenie (tel. + 48 22 632 86 09). Gwarant przyjmuje tylko przesyłki wysłane w usłudze standard. Przesyłki wysłane na koszt gwaranta przy zastosowaniu innej niż standard usługi nie będą odbierane. Gwarant nie odbiera przesyłek pobraniowych. Użytkownik powinien przygotować (zabezpieczyć) urządzenie do transportu tak, aby nie uległo uszkodzeniu. Wszelkie uszkodzenia powstałe z winy klienta nie podlegają naprawie gwarancyjnej.
10. Poza warunkami gwarancji kupującemu nie przysługują żadne odszkodowania.
11. W przypadku przysłania do serwisu sprawnego urządzenia, niepodlegającego naprawie gwarancyjnej, użytkownik może zostać poproszony o zwrot kosztów sprawdzenia urządzenia oraz zwrot kosztów odesłania urządzenia z serwisu do użytkownika.
12. W przypadku nieuznania przez gwaranta uszkodzenia za zawinione przez producenta, użytkownik może zostać poproszony o zwrot kosztów transportu do serwisu i zwrot kosztów odesłania urządzenia do użytkownika.
13. Naprawa gwarancyjna zostanie wykonana w terminie 14 dni roboczych, licząc od dnia dostarczenia urządzenia do serwisu, z wyłączeniem szczególnych przypadków, kiedy wada nie ma charakteru trwałego i konieczna jest dłuższa diagnostyka urządzenia.
14. Gwarant nie udziela informacji o stanie realizacji naprawy, jak i przebiegu samej naprawy wysłanego do serwisu urządzenia.
15. Jeżeli użytkownik posiada adres e-mail prosimy o podanie go poniżej:
Adres e-mail użytkownika:
16. Podanie adresu przez użytkownika ułatwi komunikację z serwisem i może przyspieszyć naprawę.
17. Kontakt do ogólnopolskiego serwisu: tel +48 22 632 86 09, e-mail: serwis@dambat.pl
Godziny pracy: poniedziałek–piątek 8.00–16.00

TYP URZĄDZENIA:

NR. PRODUKCYJNY:

DATA SPRZEDAŻY (miesiąc słownie)

PIECZĘĆ I PODPIS SPRZEDAWCY



Notatki



ipr

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