

Checklist - technical complaints

QUNDIS Heat Cost Allocators

This checklist applies to technical complaints.

Please also refer to the supplementary information and notes on the QUNDIS return delivery note.



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» Check: **WARRANTY PERIOD**

In the event of a defect, for heat cost allocators of the type Q calorific 5.5 purchased from QUNDIS which **are not older than 4 + 1 years** complaints can be asserted in accordance with the QUNDIS T&Cs. Further information on the QUNDIS devices are available in the QUNDIS customer portal (device data).

<https://portal.qundis.com/>

Link to QUNDIS Customer Portal

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» Check: **DEVICE CONDITION**

The heat cost allocator to be complained about must **only show minimal dirt** (e.g. paint residues). Units with clearly visible damage do not qualify for the status of a complaint.

✓ VISUALLY UNDAMAGED ✗ SIGNS OF DIRT ✗ DAMAGED

Processing fee for unjustified complaints

If it becomes apparent during the course of the device testing that the device failure was not caused by a fault for which QUNDIS is responsible but, for example, by incorrect handling, soiling, tampering etc., QUNDIS reserves the right to charge a processing fee of € 10.00 per device plus any shipping costs. At the customer's request, the rejected device will be returned at the customer's expense. (Excerpt from the QUNDIS return delivery note)

3

» Check: **PACKAGING AND SHIPPING INSTRUCTIONS**

Please **don't use mesh boxes / bulk goods** for the return shipment. We **recommend using cardboard packaging**. Please ensure that the heat cost allocators are not exposed to moisture / high humidity before their return.

Please also **enclose accessories, e.g. remote sensors**, with the return shipment.

Don't forget to enclose the **filled-out return delivery note** with the shipment - **see QR code**.

https://qundis.com/fileadmin/user_upload/09_Downloads/05_Formulare/02_ENG/QUNDIS_FM_36_014_return_delivery_note_LEV.pdf

return delivery note / download PDF

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» Check: **SHIPPING ADDRESS**

QUNDIS GmbH
Retouren Service
Bei den Froschäckern 2A
99098 Erfurt
GERMANY

status: November 2025