



# Warranty claim

Dear client,

We are very sorry that you have experienced a problem with your HUUM product. In order to address your issue as soon as possible, please fill in the warranty claim form below and add the required photos and documents.

## Contact details of the applicant for the guarantee:

first name and surname .....

e-mail .....

phone number .....

address .....

Date of filling in the guarantee (dd/mm/yyyy) .....

## Product details:

Manufacturer, model and power of the **heater**

Model and manufacturer of the **control system**  
(in case of electric heater) and **ID** (in case of control system UKU)

**Name and contact details of the specialist**  
having installed the HUUM product(s)  
(if possible, please attach an invoice for the installation work performed)

**Name of the sales agent** having sold you the  
**heater** (if possible, please include a purchase invoice)

## Description of the problem:

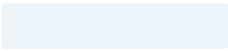
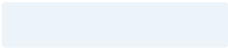
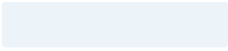



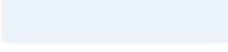
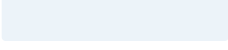
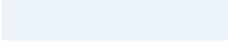
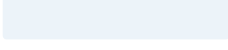
(please attach the photos)



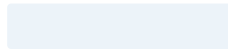
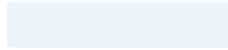
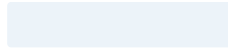






**Relevant documents:** Attach the following **photos** according to the type of heater 

In case of **electric heater and control system**, add photos of all electrical connections.

1. Photo of the location of the heater  

2. Photo of the location of temperature sensor  

3. Photo of the door sensor  

4. Photo of the location of the user interface  

5. Photo of the location of the main module  

6. Photo of the main module's electrical connections  

7. Photo of the electrical connections of the heater  

8. Photo of the connections of temperature sensor  

9. Photo of the user interface connections  

10. Photo of the door sensor connections  


In case of **wood-burning heater**, add photos of the location of the heater in the steam room, chimney, bushing of the chimney and ventilation.

1. Photo of the location of the heater  

2. Photo of chamber of the heater from inside  

3. Photo of the chimney connection to the heater  

4. Photo of the chimney  

5. Photo of the bushing of the chimney  

6. Photo of the location of the incoming fresh air  

7. Photo of the air extraction location  


Thank you for contacting us! Please note that it may take up to 90 days for your claim to be reviewed.

