

Product Claim Checklist

F-014
2015-03-26

If a transport damage, follow Transport Claim Checklist.

1) Limitation of damage

Make sure there are no risks for bodily injuries, for example turn off the current immediately. Take all necessary steps to minimize the loss and prevent further damage, for example stop supply of liquid.

2) Gather a product claim report

- Type of product
- Order number
- Geographical place where the damage occurred
- Where is the product now
- Description of the damage
- Pictures of the product and the damage itself

If it's a damage due to freezing, see instructions below.

3) Report to your AIA sales representative

Report the damage immediately to your AIA sales representative and wait for further instructions. If sales representative is not available, contact AIA direct:

LU-VE Sweden AB
Södra Industrivägen 2-4
SE-374 50 Asarum
Sweden
Phone: +46 454 334 00
Fax: +46 454 320 295

Risk of freezing!

It's the responsibility of the buyer to make sure no damages occur because of freezing. All AIA products are leak tested at the factory with pressurized air. This guarantees the products are free from any liquid when delivered. If the product is connected in the wrong way or the product is stored unconnected, condensate might occur in the pipe system. Condensate gives rise to water and water can freeze and destroy the product. If any signs of freezing damage occurs, immediately contact your AIA sales representative or AIA direct. When transporting, storing, at start-up, in operation or standstill it's crucial making sure the pipe system of the product does not freeze. This is done by accomplishing at least one of following actions:

- Always store the product at minimum +5°C.
- Make sure the liquid inside the pipe system is treated so it cannot freeze

Be aware the heat exchanger is not completely drainable!