

Demand-controlled ventilation systems

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01 In general

Manufacturer:

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The manufacturer, VERO DUCO NV in Veurne (Belgium), hereinafter referred to as DUCO, issues the following warranty statement for the Duco Demand Controlled Ventilation Systems.

This warranty statement is valid from 1st of October 2025. All previous warranty statements are hereby revoked.

The warranty statement is subject to DUCO's general terms and conditions of sale. These are available on request.

02 Obligations for the user and installer

02.A For the user

If the user discovers a defect or malfunction within the warranty period, this must be reported immediately to an authorised installer.

The ventilation system contains electrical components that may be connected to the mains supply. In the event of a suspected defect, always consult a certified installer for any repairs.

As a user, never contact DUCO directly, but always contact a local DUCO dealer or installer.

02.B For the installer

Only a DUCO dealer or installer can submit a warranty claim. To do so, the complaint form must be completed, including:

- a clear description of the complaint
- the serial number of the product
- the order number or invoice number with which the products were delivered.

You can find this complaint form at service.duco.eu.

03 Warranty period and conditions

03.A Start of warranty

The standard manufacturer's warranty starts from the date of manufacture.

03.B Warranty periods

DUCO grants the following warranty periods:

Product	Warranty on parts (from date of manufacture)		
	Standard manufacturer's warranty	Warranty extension after registration*	Maximum warranty
Electronic components (of all devices and accessories) ¹	2.5 years	no extension possible	2.5 years
DucoFlex duct system Duco RoofFan (excluding fan) DucoBox (including fan) <ul style="list-style-type: none"> • Silent (Connect) • Focus • Focus (Connected) • Reno • Energy Comfort (Plus)** • Energy Sky** • Premium** 	2.5 years	+ 2.5 years	5 years

Additional conditions

* Registration by the installer within 1 month of installation. Registration can be completed via the Duco Installation App.

** Extended warranty only possible if original DUCO filters are used.

03.C Standard manufacturer's warranty conditions

The standard manufacturer's warranty is only valid if:

- there are material or construction defects, which have been submitted to DUCO for assessment and have been assessed as such by DUCO.
- the purchase receipt, stating the date of purchase and the type of product, is submitted with the warranty claim.
- the DucoBox is fitted with the original type plate.
- the product has been installed correctly in accordance with applicable standards, the installation manual and the wiring procedures.
- the product is used and maintained normally in accordance with the user manual and maintenance instructions.
- all parts of the system are installed and fitted in accordance with local, regional and national standards.
- all parts used are original DUCO parts.
- the product is used for normal use, based on the number of operating hours in accordance with the applicable product and installation standards.
- the control components of the system have been installed and commissioned by a professional installer.

¹ Electronic components are all components that require electricity to operate, such as (but not limited to) printed circuit boards, displays, sensors, fans, bypasses ...

03.D Extended warranty terms and conditions

The extended warranty is only valid if the conditions of the standard manufacturer's warranty are met and if

- the product has been registered by the installer within 1 month of installation. Registration can be completed via the Duco Installation App or via the online form at warranty.duco.eu.
- original DUCO filters are used for the DucoBox Energy Comfort (Plus), DucoBox Energy Sky and DucoBox Energy Premium.
- the filters are replaced regularly, in accordance with the instructions in the user manual.

04 Liability

DUCO provides a warranty on all defects that may occur during normal use and maintenance, in accordance with the user manual. DUCO accepts no liability if the instructions in the manuals (see www.duco.eu) are not followed or if the product is not installed correctly.

No other claims for compensation, other than non-compliant material, can be considered.

With the replacement of the defective part or the entire product, DUCO's maximum liability is exhausted. DUCO cannot be held liable under any circumstances for any other damage, including installation and removal costs or consequential damage, such as business interruption, water damage and fire damage. In the event of liability, compensation shall not exceed the purchase value of the product, unless otherwise provided by law.

04.A Out of warranty

The warranty does not apply to:

- materials subject to wear and tear due to frequent or prolonged use (for example cables, cords, rollers, ...).
- natural ageing or normal wear and tear of the parts.
- discolouration or damage resulting from temporary or permanent environmental influences (wind, water or air pollution) or exposure to an aggressive industrial or manufacturing environment.
- damage or defects resulting from force majeure or external causes, such as violence (from outside), mining, natural gas extraction, groundwork by third parties, natural disasters, storm, hail, water or fire damage, lightning strike or war.
- internal or external corrosion caused by exposure to an environment with a high salt content in the air.
- defects resulting from exposure to extreme temperatures: below 0 °C or above 40 °C or high humidity.
- damage resulting from improper transport or improper storage of the products.
- defects caused by penetrating construction dirt.
- damage caused by extra weight on the product (for example someone standing on the product).
- damage and defects that, according to DUCO, are the result of incorrect handling, carelessness, negligence or an accident.
- damage caused by careless unpacking.
- DucoBoxes that are installed outside the border area of the country in which the DucoBox is sold.
- damage and defects resulting from piercing or damaging products.
- damage and defects resulting from incorrect assembly, the use of unsuitable fastening materials or failure to comply with the mounting instructions, processing regulations and guidelines.
- products that have not been installed by a certified installer.
- changes to the wiring or to the product without permission from DUCO.
- damage or defects resulting from incorrect connection of the product.
- defects resulting from excessive or incorrect voltage.
- defects resulting from the replacement of batteries and fuses.
- defects resulting from the programming of thermostats and controls.
- products whose technical usage limits have been exceeded (as specified in the installation manual).
- defects resulting from incorrect, improper or abnormal use or failure to follow the user manual.
- scratches and damage resulting from the use of abrasive or aggressive liquids and cleaning agents, vapours, gases or solvents.

- defects or damage resulting from repairs or maintenance carried out by third parties or unauthorised persons without the permission of DUCO.
- repairs or maintenance for which no original DUCO parts have been used.
- defects resulting from irregular or unprofessional maintenance in accordance with the maintenance instructions.
- products that have become excessively contaminated.
- products whose warranty period has expired.

04.B Costs

DUCO will only reimburse DUCO products and no additional costs, even if the defect in the product is covered by the warranty. Additional costs include, but are not limited to:

- repair costs;
- disassembly and assembly costs;
- hourly wage;
- travel expenses;
- additional costs.

If DUCO is wrongly involved in a complaint, DUCO will charge the costs according to the rates applicable at that time.

If, in exceptional cases, DUCO decides to visit the site itself and finds that the required free space around the product does not comply with the installation manual or that the product is not freely accessible, DUCO will not carry out the intervention. In that case, the travel costs and a flat rate of 1 working hour will be invoiced.

05 Acceptance of the warranty

If the warranty conditions are met, DUCO, as the manufacturer, guarantees the quality and proper technical functioning of the product and the functioning of its components. DUCO does not provide any guarantee on the mounting of the product.

Once DUCO has received the product, or in exceptional cases upon arrival on site, DUCO will examine the product and decide whether the defect is covered by the warranty. In the event of defective materials, malfunctioning of the product or defects resulting from non-compliant materials, DUCO will decide whether to redeliver

- or a (replacement) part of the DUCO product
- or a complete replacement DUCO product

free of charge to the party concerned via a DUCO dealer to be determined by DUCO.

The replacement parts or products must be installed or repaired on site by a certified installer, possibly with the assistance of a DUCO technical employee.

05.A Warranty after repair

Repair or delivery of a replacement part or product is guaranteed for the duration of the remaining warranty period.

Repair under warranty does not lead to an extension of the warranty period or the start of a new warranty period.