



Install your **future**

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## GLOSSARY

No. B.3.6/06 E

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### Definitions and terms

ISO 9001

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- 1) KAN-therm system – a set of mutually interconnected KAN-therm components, constituting a single whole.
- 2) Private/non-commercial construction – structures constructed for personal use, not meant for sale.
- 3) Commercial construction – structures meant for sale.
- 4) Surface heating/cooling systems – a set of mutually interconnected KAN-therm components, constituting a single whole, which include:
  - a) KAN-therm Tacker,
  - b) KAN-therm Rail,
  - c) KAN-therm NET,
  - d) KAN-therm Profil,
  - e) KAN-therm TBS,
  - f) KAN-therm Wall.
- 5) Warranty card – a document issued to a project owner, which contains data on the project, type of project used and information on the duration of warranty granted on KAN-therm Systems installed on the project.
- 6) Project notice – submission of a completed application, downloaded from KAN's website, to the competent technical manager.
- 7) KAN's contractor/installation specialist certificate – confirmation of theoretical and practical knowledge held by a contractor/installation specialist, issued by a competent employee of KAN following the successful completion of training.
- 8) Completion of installation of a system – obtaining a positive result of a pressure test, confirmed by an appropriate document.
- 9) Structural change – tampering with a product other than standard use and operation of the product, affecting its factory parameters.
- 10) Normal wear and tear of products – wear and tear resulting from natural processes/activities related to the standard operation of the product under warranty.
- 11) Failure – situation caused by force majeure, external factor or improper functioning of one of the components of the KAN-therm system, resulting in the improper operation of the installation.
- 12) Damage – result of a failure, requiring additional expenses to restore the product to its original condition.

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13) Documenting the nature and extent of damage – taking photographs and videos illustrating the extent of damage.