

# Space

Terms and conditions of the guarantee



### Guarantee duration

Creative Design Group sp. z o.o. sp. k, the owner of the **MuteDesign®** brand grants a 60-month guarantee for the Space product, except for the components and materials described below:

*Parts subject to natural wear such as:*

- finishing materials such as lining, felt, fabric, foam;
- shock absorbers, door elements: seals, hinges, lock, handles.

*Electrical components:*

LED lighting, fans, motion sensor, USB, induction charger, LAN connection, electrical sockets, USB lamp, top adjustments.

All products and components listed above are provided with a 24-month guarantee.

### Guarantee scope

The guarantee covers only the products installed in accordance with the installation manual attached to the product and used in accordance with the Space operating manual (Annex 1).

A prerequisite for using the guarantee protection is to keep a receipt/invoice as a proof of purchase and legibly and correctly completed Delivery and Acceptance Protocol (Annex 2). The protocol is completed by a service partner trained by **MuteDesign®** and sent immediately, no later than 7 business days from the date of installation, to the address indicated in the protocol. At the customer's request, the service makes a copy of the document.

#### The guarantee does not cover:

1. Damages caused during transport.
2. Damages caused during installation not in accordance with the manual.
3. The need to adjust the door hinges resulting from the normal operation of the product.
4. Malfunction or damage caused by improper use, carelessness of the user or use of the product contrary to its intended purpose.
5. Product damage resulting from "force majeure", which means all circumstances or events beyond **MuteDesign®** control, regardless of whether they could have been foreseen when the product sales contract was concluded.
6. Damages resulting from caring the product not in accordance with the operating manual.
7. The products in which the product's serial number has been removed or destroyed.

All attempts to repair, change or modify the product without a written authorisation of **MuteDesign®** void the guarantee.

The obligation of **MuteDesign®** arising here from is to repair or replace parts covered by the guarantee. Only **MuteDesign®** decides about it.

The guarantee does not cover the right to claim compensation for loss of profits and to obtain compensation for any potential damage caused by a product failure.

The end user's legal remedies are expressly limited to the obligations of **MuteDesign®** and the related provisions set out herein.

#### Special provisions

Power supply / Lighting / Ventilation system

**MuteDesign®** guarantees that power, lighting and ventilation systems are free from defects, material and workmanship defects and meet the requirements of the specification.

The product guarantee does not cover product failure due to:

1. Electrical power conditions, including power surges, overvoltage/low voltage current control systems that exceed specific Product(s) limits and those that are defined or defined by the relevant Product(s) power standards.
2. Incorrect wiring, installation or maintenance of products that were not made by **MuteDesign®** or a designated and trained service partner.
3. Non-compliance with installation, operation, use, maintenance manuals, guidelines recommended by **MuteDesign®** or any other documents attached to the product, safety conditions, electrical norms and standards.
4. Any attempt to repair, change or modify without the consent of **MuteDesign®**.

**MuteDesign®** reserves the right to make changes to the manual due to technical improvements of the products without prior notice.

It is not allowed to copy, process or distribute these terms and conditions of the guarantee without the prior consent of **MuteDesign®**.



## Complaint Process

1. The buyer is obliged to submit a complaint immediately, no later than 14 days from the moment of detecting the defect, in the place where the purchase was made, enclosing the proof of purchase (receipt/invoice), completed guarantee card with explanation of the problem and product photos related to the complaint.
2. **MuteDesign®** determines the validity of the complaint within 14 business days from the date of delivery of the complete complaint application.
3. Having verified the legitimacy of the complaint, **MuteDesign®** or a designated business partner contacts the buyer by phone, by e-mail or by mail to determine the resolution of the complaint, including the date when this solution is to be implemented.
4. If it is necessary to collect or repair the claimed product, the buyer shall provide **MuteDesign®** service or a representative designated by it with access to the product.
5. If the product defect cannot be repaired or involves excessive costs, **MuteDesign®** shall reserve the right to replace the product. Each replaced product or repaired part becomes the property of **MuteDesign®**.
6. If a decision to replace the entire product is made, this product shall be covered by a new guarantee (up to 60 months, with the exceptions specified above) from the date of handing it over to the customer.  
If a part of the product is replaced with another one (free from defects), the guarantee period for this part shall start again from the moment it is delivered to the customer.  
If the buyer could not use the product in connection with the complaint, the guarantee period for this product shall be extended by the time during which it was out of service.
7. All information regarding damages disclosed during installation (e.g. dents, scratches, missing parts, etc.) shall be reported to the place of purchase immediately, within 7 business days from the date of installation.
8. The complaint should be sent to the e-mail address: [quality@mute.design](mailto:quality@mute.design)



## Annex 1 - Space Operating Manual

The Space product is an acoustic booth, a separate area for telephone calls and video conferences, intended for internal use, in particular in the office environment. The product can be installed by the **MuteDesign®** service or by a designated and trained service partner.

### Principles of proper operation:

1. Ambient temperature from +15°C to +30°C;
2. The Space product must not be in the immediate vicinity of heat sources.  
The minimum distance from heat sources should be 50 cm.
3. Ambient humidity: 40% to 65%.
4. The product should be protected against direct flooding with water or other liquid.
5. To ensure optimal ventilation inside Space, the minimum distance from its location to the wall and ceiling of the room should be 20 cm.
6. The product must be connected to a power outlet using one of the following types of outlets:
  - a. Type E (2 pins, ground, 16A, 220-240V) - Europe except Russia, Great Britain, Ireland, Malta, Africa, the Middle East;
  - b. Type F (2 pins, ground, 16A, 220-240V) - Africa, Europe except Great Britain, Ireland, Malta, the Middle East;
  - c. Type G (3 pins, ground, 13A, 220-240V) - Great Britain, Ireland, Malta, Middle East;
  - d. Type I (2 pins, ground, 10A, 230V) - Australia, New Zealand, Papua New Guinea;
7. The covering/upholstery fabric should be kept clean and protected against grease, sweat, lubricant etc.  
If unwanted dirt appears on it, first try to clean it with a cloth dampened with water, and if it fails, use mild cleaning agents. For safety reasons, a test should always be performed on an invisible product element to verify that the interior will not discolour the covering/upholstery fabric.  
Avoid excessive spot cleaning, which can lead to local ragging of the fabric.
8. Wipe wooden finishing elements of the product with dry dust using delicate fabrics, e.g. cotton.  
Do not use solvents or other corrosive substances for cleaning.
9. Use a soft damp cloth to care glass elements. If heavier dirt appears, you can optionally use liquid without ammonia.
10. Do not use any sharp tools or coarse or aggressive cleaning agents to care the Space product.
11. The product should be vacuumed at least once a week.
12. Do not write or paint on the surface of the product, both on the door and other elements of Space. Surfaces are not washable.
13. Do not slam the door, lean on the door, or glass wall, as this can significantly shorten the life of the product and damage the lock or the built-in glass.
14. The footrest is used to support your legs. Do not step on it.
15. Both barstool and sofa seats can only be used to sit on them. Do not step on them.

16. Traces of use that can occur on the seat, such as foam dents, gradual stretching and rippling of the upholstery material, are features of natural furniture wear.
17. Do not sit and stand on the top.
18. The product should be protected from direct sunlight.
19. If you need to connect the product to an electrical outlet on, for example, a wall, make sure that the connection will not interrupt under the influence of people or moving objects, such as roller carriages.
20. Do not lift the product using a transport cart, as this can damage the product frame, or the side covers.

If the product needs to be moved, it must be dismantled and assembled in a designated place. This operation should be performed by the **MuteDesign®** service or by a designated service partner.



## Annex 2 - Delivery and Acceptance Protocol

The following delivery and acceptance protocol is necessary for the guarantee validity. It should be completed and returned to **MuteDesign®** immediately, no later than 7 business days from the date of installation of the Space product. Contact details are at the bottom of the protocol.

COUNTRY:	
ADDRESS:	
CUSTOMER'S NAME:	
SERIAL NUMBER:	
INSTALLATION DATE:	
INSTALLATION COMPANY:	
INSTALLER NAME:	

**Installation checklist:**

Levelling of the SPACE floor was checked - all feet adhere to the ground.	
The product was positioned with the required space for proper ventilation operation.	
All screws are tightened according to the installation manual.	
The side wall and ceiling cables were connected.	
The side wall and floor (L) cables were connected.	
The power cable was connected according to the installation manual.	
The footrest was screwed according to the installation manual (S, M2P).	
The top was installed according to the installation manual. Correct adjustment of the top was checked (M, L).	
Steel outer covers were installed.	
The handle was installed according to the installation manual (M, L).	
The seat was installed according to the installation manual. Raising and lowering were checked. (S, M2P)	
Connections of electrical components were made according to the documentation.	
The door was adjusted on all hinges.	
It was verified whether the motion sensor starts ventilation and lighting.	
Fan - the air movement near the supply air ducts in the ceiling can be observed.	

**Notes / Description of possible damage:**

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I hereby certify that the product is free from any transport defects, is installed according to the installation manual and works correctly.

Date and signature:

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**GUARANTEE CARD**

MODEL NAME	
SERIAL NUMBER	
STAMP OF THE MANUFACTURER	
STAMP OF THE CONTROLLER	
SALE DATE	
SIGNATURE AND STAMP OF THE DISTRIBUTOR	

Description of the problem reported as part of the complaint:

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Date of submitting a complaint:	Signature and stamp of the Distributor
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Complaints should be submitted immediately, no later than 14 days from the moment of detecting the defect, at the place of purchase, attaching a proof of purchase (receipt/invoice), completed guarantee card with explanation of the problem and product photos related to the complaint.

