



Quality Policy

Thermia develop and manufacture heat pumps for heating, hot water and cooling for all types of buildings, and offer them through carefully selected resellers.

Thermia operations shall comply with legal and regulatory requirements, understand the needs of our customers, and continuously improve and streamline our products and processes.

Our ambition is to ensure quality in every step:

- We are certified in accordance with ISO 9001:2015,
- We provide a good working environment and continuous competence development of our employees,
- We develop our products in cross-functional teams with early customer involvement,
- We ensure the quality of components and systems in collaboration with suppliers and under customer-like conditions,
- We use FMEA and other risk analyses to identify and mitigate risks at an early stage,
- We collaborate with suppliers who deliver the right components at the right time,
- We manufacture our products with the aim of zero defects, through clear instructions, minimization of opportunities to make mistakes, and final testing of all manufactured units,
- We cooperate with certified installers and resellers who are trained in both the hardware and software of our products, and
- We review each individual customer complaint from our resellers and initiate cross-functional investigations for problem-solving based on the frequency and severity of reported issues.

The Policy is approved 2026-04-07 by Thermia management



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