

Global Energy Systems Extended Warranty Conditions – Air Source Heat Pump – 10 Years

1. General Warranty Conditions

The Air Source Heat Pump (ASHP) is supplied with a standard warranty for three years from the date of delivery to our customer. Within this warranty period, following verification and at the sole discretion of Global Energy Systems and Technology Ltd (GES), any assembly or component part (exempting those with further specific warranty conditions or exclusions as discussed within this document) that proves defective or inoperable due to manufacturing defect or material failure arising from a manufacturing defect will be provided with a replacement or a repair by GES subject to the return of the faulty assembly or component part.

2. Extended Warranty Conditions

If the ASHP extended warranty is purchased and paid for, the warranty period will be extended to a maximum of 10 years, i.e. the 3-year standard warranty plus an additional 7 years extended warranty, subject to the Conditions laid out in this document. To validate this warranty extension, the installation must be successfully commissioned and signed off by a GES-approved engineer. The warranty start date will begin from one month following delivery of the ASHP by GES. This extended warranty additionally provides cover for all parts and labour charges associated with the replacement and repair of the eligible respective parts listed in Condition 2.1 below, subject to the Conditions laid out in this document.

2.1. What is Eligible for cover under this Extended Warranty

GES ASHP and ASHP controls, under the Conditions laid out in this document.

2.2. Ineligible Parts

The following parts are not eligible parts under this extended warranty and are therefore excluded from extended warranty cover:

- Circulation pumps
- 3 port valves
- Cylinders
- immersions
- Expansion vessels
- Invertors

- Capacitors
- Compressors
- Fans
- Air Vents
- Pipework and valves and fittings
- Probes and Room Thermostats and outdoor Thermostats

3. Terms and Conditions

The warranty conditions as set out in points 1, 2, and 2.1 and 2.2 will solely apply under the following terms:

- a) The ASHP is installed by a GES-approved engineer and used strictly according to the specific GES operational instructions.
- b) The ASHP has been commissioned by GES and the Commissioning form has been returned to GES to validate the Warranty.
- c) The ASHP is serviced annually by GES at the ASHP owner's cost. Failure to do so will invalidate any further extended warranty cover.
- d) The ASHP must be using a GES cylinder to be valid under this Extended Warranty.
- e) The ASHP must be correctly installed in line with MCS installation guidelines and the GES installation manual. Failure to comply will invalidate the warranty.
- f) Commercial uses and/or commercial applications are excluded from cover via the Warranty Extension. Only residential use in a home is eligible for cover under these Conditions.
- g) Repairs, modifications, alterations or any other works carried out to the nature of the equipment, that are not expressly approved by GES in writing will void this warranty and GES will not be liable for the costs of any such works.
- h) Where a failure of the ASHP is caused by contaminated water or contaminated glycol in the system, this may result in the engineer's visit becoming chargeable. Failure to rectify such contaminations within a reasonable period of time will invalidate the warranty. What constitutes a reasonable period of time for the purposes of this Condition will be decided completely at GES's discretion.
- i) The ASHP remains installed at its original installation position, with sufficient means of access to and around the appliance, in a non-hazardous and non-corrosive environment. For the avoidance of doubt, the warranty is void if the equipment is moved from the location of the equipment as per the signed Commissioning Form.
- j) For a fault or failure to be considered under the warranty it must be reported to us

within 30 days of discovery.

- k) GES takes no responsibility and offers no warranty for parts not supplied by GES.
- l) The water and electricity supplies must be fully and adequately functional.
- m) Safe working access must be provided to the equipment, as required at the installation location. GES and its engineers retain the right to not carry out the work if a health and safety risk is identified, and a charge may be applied for time lost.
- n) The ASHP is operated within the normal operation parameters of the equipment as described in our manuals and where the equipment has been installed and maintained by parties registered for that purpose by us.
- o) The following will invalidate cover under the Extended Warranty Conditions:
 - a. Continued use with alarm states;
 - b. Not sufficient glycol in the systems;
 - c. dirt in the heat exchanger;
 - d. frost damage;
 - e. over use of the compressor outside of normal hot water or central heating use;
 - f. a burst heat exchanger;
 - g. damaged cabinet;
 - h. water ingress onto electronic control boards or any components due to environmental factors outside of GES control;
 - i. The ASHP must be correctly installed in line with MCS installation guidelines and the GES installation manual failure to comply will invalidate the warranty.
- p) The ASHP has been subjected to regular service and maintenance procedures in accordance with GES recommendations and prescribed procedures. Service or maintenance must have been performed at least annually by a GES Engineer, and reports must be made available upon request.
- q) All maintenance measures together with inspection results, treatment information, repair and corrective measures should be clearly documented in the system logbook.
- r) To ensure the Extended Warranty cover remains valid, the customer must ensure:
 - a. The system's water pressure is topped up to between 1bar and 1.5 bar;
 - b. The filter is regularly cleaned;
 - c. Glycol levels are checked to ensure a minimum of 33% of capacity;
 - d. The fan and evaporator are clean of debris;
 - e. The drip tray is clean of debris;

- f. There is no damage to wires via water ingress or rodent damage;
- g. The Immersion is working;
- h. All panels are all are securely attached and not loose.
- s) The warranty period for replacement parts will be equal to the remaining warranty period of the originally supplied ASHP under these warranty conditions.
- t) GES retains the right to select the appropriate method of repairs or replacement based upon the circumstances of the fault or failure.
- u) In the event of a claim for repairs or replacement being made under the terms of this warranty in the circumstances where in the opinion of GES the defect has not been caused by the GES's materials or workmanship then GES reserves the right to charge the claimant at its current hourly rates and list prices in respect of any service engineer's time and any replacement of parts.
- v) This warranty is valid and enforceable for equipment purchased and used exclusively in the UK only.
- w) GES's liability under this warranty is limited to the said repairs or replacement under the conditions in this document and shall under no circumstances extend to any financial loss or damage including consequential losses alleged to have been suffered by the claimant.
- x) Nothing in this warranty shall exclude liability for death or personal injury caused by the GES's negligence.
- y) No authority has been given to any person, firm or company to vary the terms of this warranty.
- z) GES reserves the right to refuse to agree to entering into an Extended Warranty Agreement at GES's sole discretion.

4. Callout Response Times

In the event that an ASHP fails resulting in a total loss of heat to the building, GES will schedule the attendance of an engineer within 4 working days following our receipt of notification of the situation.

GES should be notified immediately upon discovery of the failure. For the fastest response, please telephone on 01253 530499 or else e-mail services@globalenergysystems.co.uk . GES's office hours are 8:00 to 17:00, Monday to Friday. Any notifications arriving outside of these hours will be considered received at the beginning of the next working day. ,

5. Exclusions

GES grants no additional warranty or guarantee over its supplied ASHP's, nor the components, assemblies or equipment supplied for replacement or repair, other than the warranty conditions expressly stated within this document.

GES accepts no liability for consequential damage to persons, property, equipment or heating systems arising from its supplied ASHP's or replacement equipment. Nor is any liability accepted for any disruption to business or losses beyond the scope of repairs or replacement of the boiler for which the warranty claim is raised, including but not limited to any loss of profits, revenue, business, goodwill, indirect or consequential loss or damage.

The warranty conditions as set out in points 1., 2., 2.1, 2.2 and 3, will not apply and the warranty under these Terms will not be valid for cases of:

- a) Damage to the ASHP or installation caused by external factors, including accidental or malicious damage, vandalism, theft, damage due to fire, flood, lightning, explosion, vacuum, frost, exposure to elements, rodent or animal damage or force majeure.
- b) The ASHP Compressor exceeding two starts per hour.
- c) The ASHP Compressor failing due to external factors not related to the heat pumps normal operation
- d) The total run hours of the ASHP Compressor exceeding 3,000 hours per annum.
- e) Frost damage to the ASHP Fans.
- f) Frost damage to the ASHP Heat Exchanger.
- g) Frost damage to the Evaporator
- h) Issues arising from incorrect installation or maintenance of the system if not performed by GES personnel or agents.
- i) Cosmetic damage that does not negatively impact the operation or performance of the equipment, such as scratches, scuffs, and dents.
- j) corrosion to external and internal components
- k) refrigeration pipe work failing due to incorrect installation causing vibration
- l) Misuse, neglect, modification, or incorrect or unauthorised use of the ASHP.
- m) Any work carried out by persons other than approved GES operatives.
- n) Unauthorised third-party costs and works.
- o) Use of non-original spare, service, or repair parts.
- p) Works and costs if no faults are found on the equipment.
- q) Works and costs arising from problems with utility supply (such as water or electricity) to the building or equipment.
- r) Works and costs relating to parts supplied with, but not as part of, the ASHP. Such parts carry the manufacturer's warranty only.
- s) Corrosion damage.
- t) Compressors, electronics and refrigeration components where the ASHP has been operated at 90% or more of the maximum flow temperature of 60°C for more than 1,200 hours within a 12-month period.
- u) Fair wear and tear, wilful damage, abnormal storage or working conditions, accidental damage or negligence by the customer or by any third party and failure by the customer or any third party to operate or use the heat pump in accordance with the operating instructions.
- v) Any other exclusions mentioned in this document.

6. Warranty Scope and Claim Procedure

GES's standard warranty obligations are limited to the supply of the relevant replacement components,

assemblies, or equipment only. Shipping, labour, installation, and all other costs associated with the repair or replacement of components or equipment will not be accepted by GES.

GES's extended warranty obligations for equipment commissioned by an GES engineer further cover the cost of labour associated with the repair or replacement of the relevant components by a GES engineer. This labour warranty may additionally cover the use of a third-party service partner only if labour rates are agreed with GES in advance of the repair or replacement works.

All costs are not payable until the warranty part has been received, inspected, and approved for warranty claim by GES.

To begin a claim, please telephone us on 01253 530499 or e-mail services@globalenergysystems.co.uk.

GES's office hours are 08:00 to 17:00 Monday to Friday. Claims and fault notifications to GES outside of these hours will be considered received at the beginning of the next working day.

You will be required to identify your equipment via the serial number and model number on the data plate located on the appliance body. An order will need to be placed to cover all associated parts and visits, and arrangements must be made by the claimant for the return of the defective parts assemblies, or equipment. All warranty returns to GES will be subject to examination and validation prior to approval. Following approval, the value of parts and any covered labour as agreed with GES will be refunded.

7. General

The terms of this guarantee are subject to the laws of England and Wales and any dispute arising from this guarantee shall be decided under those laws and before a court or tribunal in England.

This Warranty is exclusively valid for installation in domestic dwellings in the United Kingdom and is subject to the Conditions and Exclusions laid out in this document.