
Consumer Warranty Terms

Global Energy Systems and Technology Limited (The Company) warrants that we shall repair or replace faults or failures of our equipment or workmanship subject to our Terms and Conditions (see web site for copy) and the points below:

- 1) The warranty will be initiated by the signing of the completed Commissioning Form and its return to us, the start date will be the date of commissioning or otherwise as stipulated in the Conditions below.
- 2) The heat pump, water cylinders and controller as supplied by us, with the exception of the Avon cylinder, are covered for the lesser of 3 years for parts and labour costs from the date of installation and 4 years and 3 months from the date of dispatch from our premises.
- 3) The Avon cylinder, as supplied by us, is covered for a period of 1 year for parts and labour costs, providing the cylinder is serviced annually by us.
- 4) Other materials supplied and installed by us as detailed in the Order and Scope of Works are covered for a period of 2 years for parts and labour costs.
- 5) Workmanship is covered for a period of 2 years and extends only to works listed in the Scope of Works as supplied by us.
- 6) For the warranty period to be upheld the installation must be serviced by the Company annually.
- 7) For the warranty to be upheld the Company Service Departments advisements must be adhered to.
- 8) A fault or failure is only covered if it occurs within the normal operation 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.
- 9) Repairs, modifications, alterations or any other works carried out to the nature of the equipment, that are not carried out by an approved party or expressly approved by us in writing will void this warranty.
- 10) For a fault or failure to be considered under the warranty it must be reported to us within 30 days of discovery.
- 11) Where the Company makes a replacement the equipment replaced shall be returned to the Company forthwith and shall become the property of the Company.

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- 12) The warranty period in respect of any product repaired or replaced under the warranty shall be the part of the above period(s) which remain unexpired.
 - 13) We take no responsibility for parts of the system not supplied or installed by us and will charge for works carried out upon them.
 - 14) The extended heating system and parts thereof is only covered by this warranty to the extent that it was installed by us as laid out in the Scope of Works.
 - 15) 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 the Company the defect has not been caused by the company's materials or workmanship then the Company 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.
 - 16) The Company's liability under this warranty is limited to the said repairs or replacement and shall under no circumstances extend to any financial loss or damage including consequential losses alleged to have been suffered by the claimant.
 - 17) Subject as provided in this warranty and excepted where the equipment is sold by us to a person dealing as a consumer; all warranties, conditions or other terms implied by law are excluded to the fullest extent permitted by law.
 - 18) Any remaining period of the warranty shall be transferable on the sale of the property where the equipment has been installed.
 - 19) The warranty is void if the equipment is moved from the location of the equipment as per the signed Commissioning Form.
 - 20) Nothing in this warranty shall exclude liability for death or personal injury caused by the Company's negligence.
 - 21) This warranty is given in addition to and does not affect your statutory rights as a consumer.
 - 22) This warranty is valid and enforceable for equipment purchased and used exclusively in the UK and The Republic of Ireland only.
 - 23) No authority has been given to any person, firm or company to vary the terms of this warranty.
 - 24) A goods fault return assurance deposit of one third of the total cost of equipment is chargeable at the company's discretion. The goods fault return assurance deposit will be fully refunded once satisfactory cause is established.