

Claims under warranty.

If you have a faulty appliance or system component covered under Warranty.

Under the terms of warranty

We will act promptly to address any warranty claim. However, a significant number of the claims we receive under product warranties turn out to be due to incorrect installation, commissioning or incorrect or inadequate servicing which are not covered by warranty.

To protect the end user from unexpected costs, we adopt a verification process to establish the claim

To register a warranty claim we need the claim in written format, an e-mail is fine.

All claims made under warranty must be approved in advance by us in writing. This may be in the form of an e mail or letter. We will never accept a claim verbally

We will not accept Labour charges made retrospectively for work carried out without prior approval except in a case of proven imminent danger to the user or their property.

In order for us to establish a warranty claim and prior to acceptance, you may be asked to

- In the case of a faulty component return it to us by courier – we will inspect test and carry forward the claim as appropriate.
- Send pictures of the component or appliance showing detail of the actual installation in order for us to understand the issue.
- Allow our representative or agent visit the installed location to inspect the failed item or appliance. (Charges may apply if inspection reveals cause of failure to be outside the scope of product warranty) In such an instance we will ask you to formally accept this condition before we attend.
- In some cases we will supply replacement items on the understanding that these items will be invoiced or partially invoiced if it is later established that the original was not at fault. In such a case we will ask you to formally accept this condition before we supply.

Our aim is always to act responsibly and as quickly as possible in any warranty claim