

Sunamp Product Limited End-Customer Warranty

Thank you for choosing Sunamp Heat Batteries, which we hope you will enjoy using for many years to come. We have thoughtfully designed all our Heat Battery products to provide a high level of comfort and warmth through many years of service.

This Sunamp Product warranty is designed to provide you with peace of mind should your product develop a fault during normal operation. This document sets out what rights you have under the warranty. You do not have any rights under the warranty that are not set out in this document. This warranty is in addition to and does not affect your statutory rights. Where the document says "us" or "our" or "we", it refers to Sunamp Limited. Where it refers to "you", it means you, and your family, tenants or anyone else you permit to use the Product (with some exceptions, explained below).

All services under this warranty are provided by Sunamp Limited at 1 Satellite Park, Macmerry, EH33 1RY

Warranty Terms and Conditions

Every part of our Heat Battery benefits from two years warranty, with extensions to 5 years for embedded electric elements and a full ten years for the thermal storage core. Where we talk about the "warranty period" we mean the period of time for the relevant part of our Product.

We warrant for the benefit of you, the original purchaser, that, during the relevant warranty period, the Products supplied to you by us under this agreement shall:

- (a) conform to the Specification for the relevant Product;
- (b) be of satisfactory quality (within the meaning of the Sale of Goods Act 1979, as amended); and
- (c) be free from defects in design, material and workmanship.

This warranty is valid from the date of delivery, provided you accept the Product, the warranty registration card is completed and returned to us, the Product has been installed and used in accordance with the relevant Sunamp manual, and the following terms and conditions. It is only valid for Products purchased and installed in the United Kingdom.

Note: You may reject the Product and return it (in which case this warranty will not become effective) if it does not comply with the specifications communicated by us to you, provided that notification is made to us within three days of its delivery and you provide photographic evidence (date-stamped the date of Delivery) and none of the Exclusions below apply.

In the unlikely event of a Product failure, our key objective is to put things right for you. To expedite the management of a warranty claim, we may have a repair performed at your premises (using our authorised service personnel or subcontractors) or ask you to return the product (either direct to us or to the party that originally sold it to you).

This is laid out in more detail in the tables below. If we cannot repair your Product we will replace it with an appliance of the same or similar specification.

These terms and conditions do not affect your statutory rights or your purchase contract with your retailer or installer.

How to claim under your Sunamp warranty

If you suspect a Product failure, please first carry out the diagnostic checks detailed in the operating instructions/manual. This may pinpoint the issue and will tell you how to proceed. For further support in the diagnostic process or to make a claim, please contact the party that sold the Product to you (or if you cannot contact them please contact us directly: We can be called during normal office hours in the UK on 01875 610001 or via warranty@sunamp.com).

Note that to claim under the warranty, registration is required. You may also be asked for evidence of the date of purchase (sales receipt or delivery note) at the time of warranty claim or repair.

Limitations

- This warranty service will be provided in the UK only
- The service is non-transferrable. This means that you need to own the product to be able to claim. If you sell the product, or the house in which it is installed, the new owner will not have the benefit of this warranty.
- The warranty service will be provided according to UK law

This warranty does not apply to third party accessories or products sold with or for use alongside our Products. Third party warranty conditions may apply as offered by the manufacturer or supplier of these third-party accessories or products. Such warranties are not provided by us.

Exclusions

We shall not be liable for Product's failure to comply with the warranty in any of the following events:

- Fair wear and tear
- You fail to comply with the Manufacturer's instructions or to follow the limits or any other of our oral or written instructions or manuals for the storage, commissioning, installation, use and maintenance of the Product as communicated to you by us from time to time or (if there are none) good trade practice regarding the same
- The Product has been damaged, either deliberately or accidentally (whether in transit or otherwise), misuse, abuse, neglect, unreasonable use, improper setting of any controllers used with the Product, inexpert repair, any wilful act or neglect, negligence, damage caused by foreign objects or other substances, abnormal storage or working conditions, any mechanical stress (including torsion)
- Removal of fixing screws or product covers by unapproved installers or others, damage to casings due to transport and movement (e.g. dents and scratches)
- Damage caused by third party accessories, controllers, cables and any other peripheral installed with your Product or improper connection to electricity, heating, water supply or drainage
- The defect arises as a result of us following any drawing, design or Specification supplied by you
- The defect arises as a result of any repair, alterations or modifications made to the Product or integrations made between other products and the Product, by you or a third party (including where we provided assistance with such)
- Events outside our control including digital access to the Product, access to internet and transmission failures
- Use of the Product in combination with hard water or any additives to water (including dye, coolant or soldering flux)
- Where Products are returned to Sunamp without Sunamp's consent
- You used the Products for any purpose other than domestic/residential use.

The warranty does not cover:

- Cost of fitting, replacement or repair of any décor doors or panels used to house the appliance or any other decorative making good
- Delivering service or warranty replacement on any products with third party warranty
- Any consequential losses

Note: Products that differ from their description or specification as a result of changes made to ensure they comply with applicable statutory or regulatory requirements shall not give rise to a legitimate warranty claim

Chargeable items

You will be charged for service or parts (as applicable) in the following cases:

- Repair or replacement of any items failing beyond the term or limits of this warranty
- The expense of a service call where no fault is found

- Consumable items subject to fair wear and tear
- Routine maintenance, cleaning, overhaul, modifications and descaling
- Repair or replacement of any item damaged due to scale or other lack of maintenance
- Replacement of cosmetic covers due to any in-use or in-transit damage
- Rust, corrosion or water damage including but not limited to damage caused by excessive scale in the water supply.
- Cleaning or unblocking of pipework, expansion valves etc
- Costs arising from any problems with integration with or use of heat source, electricity supply, solar generation, etc.
- Theft, attempted theft, malicious damage or damage caused by fire or explosion
- Rectification of any work improperly carried out by a repairer not authorised or approved by Sunamp or as a result of a faulty or illegal installation of the product
- Delivery and installation charges if a replacement unit is sent outside of the warranty term or where no fault is found

SunampPV or other Gen 2 Product

Problem	Service engineer visit to service at home?	Return to reseller or us for repair?
Storage core scaled*	N/A	Excluded - Customer responsibility
Storage core leaks*	Our option to send diagnostic engineer	We are responsible for 10 years
Element failure	We are responsible for 2 years from delivery provided not resulting from scaling or external water ingress.	Faulty component to be returned to us after replacement. At our discretion complete hydraulic assembly can be replaced
Overheat thermostat failure	We are responsible for 2 years from delivery	Faulty component to be returned to us after replacement at our discretion
Hydraulic assembly failure	We are responsible for 2 years from delivery. Providing not resulting from scaling or foreign objects	Faulty components to be returned to us after replacement at our discretion
Control board failure	We are responsible for 2 years from delivery.	Faulty component to be returned to us after replacement
Thermostatic mixing valve failure	We are responsible for 2 years from delivery. Providing not resulting from scaling or foreign objects	Faulty component to be returned to us after replacement at our discretion.
Pump failure	We are responsible for 2 years from delivery	Faulty component or other connected items to be returned to us after replacement

*Storage cores are defined to include:

- The phase change material
- The heat exchanger immersed in the phase change material, including the tails that exit the plastic case
- The plastic case that encloses the above-mentioned components
- The pockets intruded into the above-mentioned components which can accommodate either sensors or heating elements (but for the avoidance of doubt excluding sensors and heating elements that are replaceable wear components)
- The heating element where not replaceable
- The breather valve
- O-rings and other parts that provide for the passage of the above-mentioned pockets or heat exchanger tails through the plastic case

Sunamp UniQ or other Gen 3 Product

Problem	Service engineer visit to service at home?	Return to reseller or us for repair?
Storage core scaled*	N/A	Excluded - Customer responsibility
Storage core leaks*	We are option to send diagnostic engineer	We are responsible for 10 years
Element failure	We are responsible for 5 years. We have the option to service at home (products with replaceable elements only).	We are responsible for 5 years
Overheat thermostat failure	We are responsible for 2 years	Faulty component to be returned to us after replacement at our discretion
Hydraulic assembly failure	We are responsible for 2 years. Providing not resulting from scaling or foreign objects	Faulty components to be returned to us after replacement at our discretion
Control board failure	we are responsible for 2 years	Faulty component to be returned to us after replacement

Accessories

Problem	Service engineer visit to service at home	Return to reseller or Manufacturer for repair
PV self-consumption controller failure	Third party warranty applies. Remote electronic service may apply to some products	Third party warranty applies.
Solar valve failure	Third party warranty applies.	Third party warranty applies.
Thermostatic mixing valve failure	Third party warranty applies	Third party warranty applies
Heat pump failure	Third party warranty applies.	Third party warranty applies.
Pump failure	We are responsible for 2 years.	Faulty component or other connected items to be returned to us after replacement
Boiler failure	Third party warranty applies.	Third party warranty applies.
Expansion vessel failure	Third party warranty applies.	Third party warranty applies.
Central heating valves or controls failure	Third party warranty applies.	Third party warranty applies.
Pressure reducing valves failure	Third party warranty applies	Third party warranty applies
Any other third-party controls or parts	Third party warranty applies.	Third party warranty applies.

Register your Sunamp warranty today

To benefit from your Sunamp Product Warranty, you must register the Product and its Warranty with Sunamp. If you need assistance with this, please ask your seller or Sunamp installation engineer. Once your warranty is registered we will have all your details available should you need to contact us. Registering your appliance will allow us to contact you in the unlikely event of a safety notification being required or a software upgrade.

Your warranty details must be registered within 30 days from Delivery.

Sunamp Product Warranty Registration Card



To register your warranty please go to www.sunamp.com/warranty or complete the following registration card and scan it by email to warranty@sunamp.com or post it to:

Warranty Team, Sunamp Ltd, 1 Satellite Park, Macmerry, EH33 1RY

PRODUCT DETAILS

Type of product:

Model:

Serial number:

Date of Purchase:

Place of Purchase:

Installer Name:

Seller Business Name:

Seller Address:

CUSTOMER DETAILS

Your Name:

Your Address:

Your Email:

Your Telephone: