

Thank you for choosing Sunamp Heat Batteries, which we hope you will enjoy using for many years to come.

This document sets out the exclusive rights you have under the warranty. 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 your Sunamp heat battery product ("Product") benefits from two years warranty. Additionally we extend the warranty to 10 years on all components of the storage core including its plastic case, phase change material, internal heat exchanger, and (where fitted) embedded electric heating element, however excluding overheat stat and sensor cable which are replaceable items. Where we talk about the "warranty period" we mean the period of time for the relevant part of the 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 and:

- the Product has been installed by a competent person who is suitably qualified to carry out plumbing and electrical work and has successfully completed product training by Sunamp Ltd or an authorised training partner
- the Product has been installed and used in accordance with the relevant Sunamp product manual and the following terms and conditions
- you complete and return the warranty registration card or register through the online registration form at www.sunamp.com/warranty

It is only valid for Products purchased and installed in the United Kingdom.

You may reject the Product and return it (in which case this warranty will not become effective) if it does not comply with the Product specifications according to the Product manual (including data sheets) communicated 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 this warranty

If you suspect a Product failure, please first carry out the end-user 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 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 proof of purchase (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
- You need to own the product to be able to claim
- The warranty is non-transferrable
- 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 the Product's failure to comply with the warranty in any of the following events:

- 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 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)
- 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 or the Product being climbed, sat or stepped on)

- The Product has been stored or installed outdoors or in a frost-prone environment (including unheated attics, garages, sheds, crawl spaces, etc) or otherwise been damaged by weather conditions
- Removal of fixing screws or product covers by unapproved service personnel or you (there are no user serviceable parts inside)
- Damage to casings or internal components due to transport and movement (e.g. dents and scratches, impact damage)
- 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 (e.g. poor electrical wiring practice, improperly fitted plumbing components, etc that fail to meet industry and safety standards)
- The defect arises as a result of us following any drawing, design or Specification supplied by you
- 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 either the party that sold the Product to you or Sunamp directly without Sunamp's consent
- You used the Products for any purpose other than domestic/residential use
- You used the Products or accessories outwith manufacturer's guidance
- Fair wear and tear

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 or that arise from Product improvement 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
- The expense of fault-finding and or repair in the event that a product has been returned to Sunamp and no fault has been found or the fault found is not covered by the warranty

The following items are excluded from warranty:

- Routine maintenance, cleaning, overhaul, modifications and descaling
- Repair or replacement of any item damaged due to scale, frost 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, poor water quality or other contaminants in the water supply
- Fair wear and tear
- 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, third party equipment 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

| Problem | Comment |
|--|--|
| Storage core [†] leaks or stops providing hot water, or hot or cold technical water (as applicable), due to a manufacturing failure or failure of the material inside | We are responsible for 10 years. |
| Product leaks or stops providing hot water, or hot or cold technical water (as applicable), due to a manufacturing failure or failure of the material inside | We are responsible for 2 years. |
| Product fails to perform or stops working due to hard water scale or other water quality issue (tap water or technical water or glycol or other fluid as applicable) | This is your responsibility. We recommend that you take professional advice and fit a de-scaling device in hard tapwater areas and/or suitable protection devices, or fluids be used in central heating or cooling loops. We accept no liability for the correct working of such devices or fluids.* |
| Product fails due to foreign object damage of any kind (including but not limited to external mechanical damage or internal failure due to grit in the water). | This is your responsibility. |
| Product stops providing hot water (due to heating element failure inside the storage core) | We are responsible for 10 years. |
| Overheat stat, control sensor or control board failure | We are responsible for 2 years. |

For all issues that are our responsibility we have the option to service at home or replace the product.* We have the option to send our own or a sub-contracted diagnostic and service engineer, and to charge for the callout and/or service and/or parts if no fault is found or the problem stems from something outside of the scope or time allowed by this warranty. We will always try to be fair in this matter.

* We accept no liability if the fault arose due to abuse or poor maintenance, poor water quality, other contaminants, or foreign objects or due to *force majeure*.

[†] Storage cores are defined to include the plastic case inside the Product into which copper pipes run, and that contain the phase change material, heat exchanger, and (where fitted) electric heating element.

Register your warranty today

To benefit from your Sunamp Product Warranty, you must register the Product and its Warranty with us. If you need assistance with this, please ask your 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.

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, UK

PRODUCT DETAILS

Type of product: _____

MPN: _____

Serial number: _____

Date of Purchase: _____

Purchased from: _____

Installed by (Name): _____

Installer Company: _____

Installer Company Address: _____

Installer Company Telephone: _____

CUSTOMER DETAILS

Your Name: _____

Your Address: _____

Your Email: _____

Your Telephone: _____