

Sunamp Limited
1 Satellite Park
Macmerry
East Lothian
EH33 1RY
United Kingdom



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Your warranty is the one that is in force at the point you register your warranty with us. If you do not register your warranty, we will apply the warranty that was in force at the date Sunamp shipped the Product from its warehouse. The benefit of registering the warranty is an extension of the warranty on the Storage Core.

Thermino Standard End-Customer Limited Warranty (UK)

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

What words mean in this warranty

- **us** or **our** or **we** refer to Sunamp Limited
- **you** or **your**, means the householder and the owner of the Product, (with some exceptions explained below)
- **Sunamp Product** or **Product** means the Sunamp heat battery in the annex at the end of these terms and conditions. Products not listed in the annex are not covered by this warranty
- **Storage Core** means the internal enclosure and within the internal enclosure all components including the phase change material, the heat exchanger and (where fitted) any embedded electric heating element(s). Storage Core excludes the Other Parts
- **Other Parts** means anything that is not the Storage Core, such as the mechanical overheat safety thermostat (OHT), temperature sensor cable, electrical control box including relays, printed circuit board assembly (PCBA), Optimino key and factory fitted electrical components and the external case, but excluding Protective Accessories
- **Manual** means the installation and user instructions provided with the Product or available on the Sunamp website including any technical notes and circulars such as service bulletins
- **Warranty Period** is the relevant period of time for which the warranty is provided on the Storage Core and the Other Parts of the Product
- **Protective Accessories** or **Accessories** means essential suitable protective equipment that is not the Product which may or may not be sold by us or third parties and includes for example, suitably sized expansion vessels, pressure reducing valves, anti-water hammer devices and expansion relief valves (see the Manual for more information). The purpose of such protective equipment is to ensure that the Product is protected over its life from situations that may cause damage to it. Such accessories must be maintained and kept in good working order at all times.

This document sets out the rights you have under the warranty. This warranty is in addition to and does not affect your legal rights. This warranty may differ from other warranties that we offer for our products and services. This warranty is only valid for Products purchased and installed in the United Kingdom.

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

This warranty does not apply:

- when you rent the Product, or
- if you received the Product as part of a trial, evaluation or grant supported project (unless stated otherwise), or
- if you purchased the Product as part of a combined package, or
- if you purchased the Product second hand, or
- where the seller of the Product offers a specific extended warranty.

In any of these cases, you should consult the relevant organisation to understand if they offer a separate warranty to you.



This warranty is valid for the Product’s intended use as stated in the Manual and does not cover where the Product is not fitted as per the Manual.

Warranty Terms and Conditions

We warrant for the benefit of you, the original purchaser, that, during the relevant Warranty Period, the Product 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.

Every part of your Product benefits from a Warranty Period of **two years**. Additionally, we extend the Warranty Period to **10 years** on the Storage Core if you register your warranty.

The Warranty Period starts from a date that depends on the following circumstances:

Situation where warranty registered	Warranty Period starts
New build house or apartment	Date you purchase the house or apartment if you are the first purchaser
Private installation	Date of installation of the Product
You want to transfer the warranty to the new owner of the house or apartment	Date of transfer of the warranty in line with transferring the warranty set out below. Note the Warranty Period does not re-start. The new owner receives the remainder of the original Warranty Period.
All other situations	Date of installation of the Product

To benefit from the extended warranty on the Storage Core, please ensure that the warranty (with the completed commissioning checklist) is registered within 30 days of the installation date. If there is no registration, the Warranty Period for all parts of the Product is two years from the despatch date of the Product from Sunamp. We will use the serial number on the Product to verify the Warranty Period where Products are not registered.

The warranty is valid provided you accept the Product and:

- the Product has been installed by a competent person who is registered under a relevant scheme and/or suitably qualified to carry out plumbing and electrical work
- the installation process follows the requirements in the Manual and the Product’s commissioning checklist is completed and signed by a competent person
- the Product has been installed in an accessible location in accordance with building regulations with access to the serial number and clearance to enable a repair (if required)
- Installation and use of the Product must be in accordance with the relevant Manual and the following terms and conditions
- you complete and return the warranty registration form or complete the online form at www.sunamp.com/warranty together with a copy of the completed commissioning checklist (the original completed commissioning checklist should be kept with your Product for future reference)
- if required, any water conditioner, softener or scale reducing device is installed correctly (as per the manufacturer’s instructions)
- the water pressure inside the Product is not allowed to exceed the specified pressure levels in the Manual and suitable protective accessories are installed to ensure this; and
- the accessories are maintained in accordance with their own manufacturer’s instructions to ensure they always operate to protect the Product.

Acceptance and rejection

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 Manual communicated to you, provided that notification is made to us within three days of the Product delivery and you provide photographic evidence (date-stamped the date of delivery) and none of the exclusions below apply.



Limitations

- The warranty service will be provided in the UK only according to UK law
- You need to own the Product to be able to claim or have the permission of the owner
- The warranty is non-transferrable (except as set out below)

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 Manual 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
- The Product has been damaged, either deliberately or accidentally (whether in transit, storage, installation, usage) or otherwise, misused, abused, neglected, unreasonably used, or there has been the improper setting of any controllers used with the Product, the Product has been inexpertly repaired, or there has been any wilful act or neglect, negligence, damage caused by foreign objects or other substances, abnormal storage or working conditions, or any mechanical stress (including torsion) or the Product has been climbed, sat or stepped on
- The Product has been stored or installed outdoors or in a frost-prone environment (including unheated attics, cellars, unoccupied homes, garages, sheds, garden rooms, crawl spaces, caravans, park homes, lodges, warehouses, transport vehicles 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)
- Failure to maintain third party accessories such as water softeners, safety valves and expansion vessels required to protect the Product, this includes the regular service of such accessories in accordance with their manufacturer's service intervals
- The defect arises because of us following any drawing, design or specification supplied by you
- Events outside our reasonable control including digital access to the Product, access to internet and transmission failures
- Use of the Product in combination with hard water (greater than 150 ppm Total Hardness) where you have not installed a water conditioner, softener or scale reducing device
- 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 its intended domestic/residential use
- You used the Products or accessories not in conformance with 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 Product or any other decorative making good
- Delivering service or warranty replacement on any products with third party warranty
- Routine maintenance, cleaning, overhaul, modifications, and descaling (please see the Manual for details)
- Repair or replacement of any item damaged due to scale, frost or other lack of maintenance
- 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
- Cleaning or unblocking of pipework, or routine servicing of expansion vessels, safety valves etc
- Any consumables, for example salts in a water softener
- Costs arising from any problems with integration with or use of heat source, electricity supply, solar generation, third party equipment etc



- Theft, attempted theft, or damage caused by fire or explosion
- Rectification of any work improperly carried out by a repairer not authorised or approved by Sunamp or because of a faulty installation of the Product
- Repairs or installations where access to or removal the Product or installation of a replacement product, could result in a failure to comply with health and safety regulations for either our authorised service personnel or yourself or anyone else with access to the Product
- Delivery and installation charges if a replacement is requested outside of the Warranty Period and/or where no fault is found
- Damages caused because of overvoltage that exceeds UK voltage tolerances or damages caused by improper electrical installations
- Any consequential losses.

Chargeable items

You will be charged for service, installation, delivery, labour costs 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 if a Product has been returned to Sunamp and no fault has been found or the fault found is not covered by the warranty
- Replacement of cosmetic lid or front facia due to any in-use or in-transit damage
- The additional time and labour required to repair or replace the Product in the event the Product is not accessible.

Third party accessories and products

This warranty does not apply to 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 the third-party accessories or products. Such warranties are not provided by us.

Transferring the warranty

This warranty is only for the original Product installed in its first installation location, so you cannot take it with you if you move to a new location and still benefit from the warranty. However, if you sell a home in which the Product is located, it may be possible to transfer the remaining Warranty Period of the warranty for the Product to the new owner of the home, provided the Product has not been moved from its first installation location and you follow the warranty transfer procedure set out at www.sunamp.com/warranty/#transfer.

How to claim under this warranty

If you suspect a Product failure, please first carry out the end-user diagnostic checks detailed in the 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 customerservice@sunamp.com).

Note that to claim under the warranty, registration is required. You will 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. We recommend you upload proof of purchase at the point of warranty registration.

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).

If we cannot repair your Product, we will replace it with an appliance of the same or similar specification which may be a fully refurbished product of similar age or new at our discretion.

Any repair or replacement of your Product will not extend the original Warranty Period. If we replace or repair your Product, the warranty for the replacement or repair is covered up to the expiry of the original Warranty Period.



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

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 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 (which means events outside of our reasonable control like extreme weather, earthquakes, floods, pandemics). We will always try to be fair in this matter.

We will not tolerate discrimination, violence or abuse towards our employees or personnel. If that happens, we may ask you to contact us in different ways, terminate the warranty with immediate effect and, if appropriate, report such behaviour to the police.

Annex

The products covered by the Thermino Standard End-Customer Limited Warranty (UK) are:

- Thermino ePlus product range: sizes 70, 150, 210 and 300 models with Plentigrade P58
- Thermino xPlus product range: sizes 150, 210 and 300 models with Plentigrade P58