

## 1. General Warranty Conditions:

All mainline equipment supplied by Adveco Ltd. is provided with a standard warranty period as outlined in the product-specific information tables found within this document.

All other unspecified equipment, including ancillary components and spare parts, are provided with the standard manufacturer's warranty only.

Within the relevant warranty period, following verification and at the sole discretion of Adveco Ltd., any assembly or component part (exempting those with further specific warranty conditions or exclusions as discussed within this document) that proves defective or inoperable due to manufacturing defect or material failure arising from a manufacturing defect will be provided with a replacement or a repair by Adveco Ltd. subject to the return of the faulty assembly or component part.

## 2. Extended Warranty Conditions:

Certain mainline equipment products supplied by Adveco may qualify for extended warranty conditions when successfully commissioned by an Adveco engineer, as outlined in the product-specific information tables found within this document.

In such cases, the extended warranty start date will be revised to begin from the date of successful commissioning, subject to a maximum start date extension of three months following equipment delivery. This extended warranty may additionally provide cover for all labour charges associated with the replacement and repair of the respective parts. A successful commissioning is one in which any further works recommended or required are completed and documented within a reasonable amount of time following our visit and reported to Adveco Ltd.

## 3. General Terms and Conditions of Warranty:

The warranty conditions as set out in this document will solely apply under the following terms:

- a. The equipment is installed and used strictly according to the specific Adveco installation, operation, and servicing instructions for the relevant model as contained within the product manual and in accordance with all relevant government and local authority installation and building codes, rules, standards, and regulations current at the time of visit.
- b. The equipment remains installed at its original installation position, with sufficient means of access to and around the equipment, in a non-hazardous and non-corrosive environment.
- c. Means of isolation of relevant services, such as gas, water, and electricity, are provided and functional.
- d. Safe working access is provided to the equipment, to include ladders, safety rails, harnesses, scaffolding etc. as required by the installation location. Adveco and its engineers retain the right to not carry out work if a health and safety risk is identified, and a charge may be applied for time lost.
- e. The equipment is operated according to safe design conditions, not exceeding the temperature or pressure stated on the appliance data plate and not operated under vacuum conditions.
- f. The equipment has been subjected to regular service and maintenance procedures by an approved and qualified operative in accordance with manufacturer recommendations and building risk assessment. Service or maintenance must have been performed within one year of the commissioning date with a following periodicity of at least annually, and reports must be made available upon request.
- g. All maintenance measures together with inspection results, treatment information, repair and corrective measures should be clearly documented in a system logbook.
- h. The warranty period for parts replaced under warranty will be equal to the remaining warranty period of the originally supplied equipment.
- i. Adveco retains the right to select the appropriate method of repairs or replacement based upon the circumstances of the fault or failure.

## 4. General Exclusions to Warranty:

Adveco grants no additional warranty or guarantee over its supplied equipment, components or assemblies of equipment, nor the components, assemblies or equipment supplied for replacement or repair, other than the warranty conditions expressly stated within this document.

Adveco accepts no liability for consequential damage to persons, property, equipment or hot water systems arising from its supplied equipment, components, assemblies, or replacement parts. Nor is any liability accepted for any disruption to business or losses beyond the scope of repairs or replacement of the boiler for which the warranty claim is raised, including but not limited to any loss of profits, revenue, business, goodwill, indirect or consequential loss or damage.

The warranty conditions as set out in this document will not apply for cases of:

- a. Replaceable parts such as gaskets, seals, O-rings, fuses, filters, ignition and flame sensing probes, or any other part considered to be a consumable or service part.
- b. Failure or leakage due to rust or corrosion in equipment or components subjected to potable water.
- c. Damage to the equipment or installation caused by external factors, including accidental or malicious damage, vandalism, theft, damage due to fire, flood, lightning, explosion, vacuum, frost, exposure to elements, or force majeure.
- d. Issues arising from incorrect installation, design, or maintenance of the system.
- e. Cosmetic damage that does not negatively impact the operation or performance of the equipment, such as scratches, scuffs, and dents.
- f. Misuse, neglect, modification, or incorrect or unauthorised use of the equipment.
- g. Any attempted repairs to leaks.
- h. Any work carried out by persons other than approved and qualified operatives.
- i. Unauthorised third-party costs and works.
- j. Use of non-original spare, service, or repair parts.
- k. Contamination of the water system by unapproved substances or by water inconsistent with the specified water quality requirements for the equipment.
- l. Works and costs if no faults are found on the equipment.
- m. Works and costs arising from problems with utility supply (such as gas, oil, water, electricity) to the building or equipment.
- n. Works and costs relating to parts supplied with, but not as part of, the equipment. Such parts carry the manufacturer's warranty only.
- o. Second visits or additional site time required to repair the appliance which are no fault of the attending engineer. Examples could include no plant room lighting, unsafe access, no access, or inability to isolate the appliance
- p. Any specialist equipment required to access or replace the appliance due to the location of the installation. Examples include crane, hi-ab, scaffold, aluminium towers, ladders, harnesses, or edge protection.
- q. Any operations required to be carried out due to incorrect use of the appliance, including but not limited to, descaling and power flushing.

## 5. Warranty Scope and Claim Procedure:

Adveco's standard warranty obligations are limited to the supply of the relevant replacement components, assemblies, or equipment only. Shipping, labour, installation, and all other costs associated with the repair or replacement of components or equipment will not be accepted by Adveco unless specifically covered under an extended warranty obligation as stated in this document for the relevant product.

Where expressly stated, Adveco's extended warranty obligations for equipment commissioned by an Adveco engineer may further cover the cost of labour associated with the repair or replacement of the relevant

# ADVECO WARRANTY DETAILS



components by an Advenco engineer. This labour warranty may additionally cover the use of a third-party service partner only if labour rates are agreed with Advenco in advance of the repair or replacement works.

All claims are not payable until the warranty part has been received, inspected, and approved for warranty claim by Advenco.

To begin a claim, please telephone on 01252 551 540 option 6 or e-mail [service@advenco.co](mailto:service@advenco.co). Advenco's office hours are 09:30 to 17:00 Monday to Friday. Claims and fault notifications to Advenco outside of these hours will be considered received at the beginning of the next working day.

You will be required to identify your equipment via the serial number and model number on the equipment data plate located on the appliance body. An order will need to be placed to cover all associated parts and visits, and arrangements must be made by the claimant for the return of the defective parts, assemblies, or equipment. Advenco may elect to schedule an engineer to attend site to repair and/or report on faults. All warranty returns to Advenco will be subject to examination and validation prior to approval. Certain components, for example heat exchangers and tanks, may require further factory investigation.

Following approval of a claim, the value of parts and any covered labour as agreed with Advenco will be refunded.

<b>L70 Air Source Heat Pump</b>	
Term and Coverage	5 years parts and labour via warranty partner
Start date	Date of commissioning by Advenco/warranty partner, up to maximum 1 month from delivery of equipment
Conditions	Commissioning by Advenco, Annual Servicing by warranty partner (reports required)
Limitations	1 years parts only if not commissioned by Advenco or the annual servicing is not completed See Exclusions below Circulation pump excluded
Terms and Conditions	Below
Procedure	<p>Claims via Warranty Agent: GES's standard warranty obligations are limited to the supply of the relevant replacement components, assemblies, or equipment only. Shipping, labour, installation, and all other costs associated with the repair or replacement of components or equipment will not be accepted by GES.</p> <p>GES's extended warranty obligations for equipment commissioned by an GES engineer further cover the cost of labour associated with the repair or replacement of the relevant components by a GES engineer. This labour warranty may additionally cover the use of a third-party service partner only if labour rates are agreed with GES in advance of the repair or replacement works.</p> <p>All costs are not payable until the warranty part has been received, inspected, and approved for warranty claim by GES.</p> <p>To begin a claim, please telephone on <b>02031 371 590</b> or e-mail <b>services@globalenergysystems.co.uk</b>. GES's office hours are 09:30 to 17:00 Monday to Friday. Claims and fault notifications to GES outside of these hours will be considered received at the beginning of the next working day.</p> <p>You will be required to identify your equipment via the serial number and model number on the dataplate located on the appliance body. An order will</p>

	<p>need to be placed to cover all associated parts and visits, and arrangements must be made by the claimant for the return of the defective parts, assemblies, or equipment.</p> <p>All warranty returns to GES will be subject to examination and validation prior to approval. Following approval, the value of parts and any covered labour as agreed with GES will be refunded.</p> <p>An engineering visit by Advenco’s warranty partner must be booked to investigate and repair/report.</p> <p>Units may be required to be returned to the factory for investigation and validation.</p>
--	--

## Detailed Warranty Conditions – L70 Air Source Heat Pump

### General Warranty Conditions

The Lincoln Air Source Heat Pump (ASHP) is supplied with a standard warranty extending for one year from the date of delivery to our customer. Within this warranty period, following verification and at the sole discretion of Global Energy Systems and Technology Ltd (GES), any assembly or component part (exempting those with further specific warranty conditions or exclusions as discussed within this document) that proves defective or inoperable due to manufacturing defect or material failure arising from a manufacturing defect will be provided with a replacement or a repair by GES subject to the return of the faulty assembly or component part.

### Extended Warranty Conditions

If the ASHP installation is successfully commissioned and signed off by a GES-approved engineer, the warranty start date will be revised to begin from the date of commissioning, subject to a maximum start date extension of one month following delivery. The warranty period will only be extended on an annual basis against prior receipt of annual renewal payments to a potential further four years. This extended warranty additionally provides cover for all labour charges associated with the replacement and repair of the eligible respective parts. The warranty start date is limited to one month following delivery.

### Ineligible Parts

The following parts are not eligible parts under this extended warranty and are therefore excluded from extended warranty cover:

- Circulation pumps

### Terms and Conditions

- The warranty conditions as set out above will solely apply under the following terms:
- The annual warranty extension renewal option has been paid for by the customer in advance of the annual renewal date. Failure to do so will invalidate any further extended warranty cover.
- The ASHP is installed by a GES-approved engineer and used strictly according to the specific GES operational instructions.
- Repairs, modifications, alterations or any other works carried out to the nature of the equipment, that are not carried out by a GES- approved party or expressly approved by GES in writing will void this warranty.
- The ASHP remains installed at its original installation position, with sufficient means of access to and around the appliance, in a non-hazardous and non-corrosive environment. For the avoidance of doubt, the warranty is void if the equipment is moved from the location of the equipment as per the signed Commissioning Form.
- For a fault or failure to be considered under the warranty it must be reported to us within 30 days of discovery.
- GES takes no responsibility and offers no warranty for parts not supplied by GES.
- The water and electricity supplies must be fully and adequately functional.
- Safe working access is provided to the equipment, as required by the installation location. GES and its engineers retain the right to not carry out the work if a health and safety risk is identified, and a charge may be applied for time lost.
- The ASHP is operated within the normal operation parameters 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.

- The ASHP has been subjected to regular service and maintenance procedures in accordance with GES recommendations and prescribed procedures. Service or maintenance must have been performed at least annually, and reports must be made available upon request.
- All maintenance measures together with inspection results, treatment information, repair and corrective measures should be clearly documented in a system logbook.
- The warranty period for replacement parts will be equal to the remaining warranty period of the originally supplied ASHP under these warranty conditions.
- GES retains the right to select the appropriate method of repairs or replacement based upon the circumstances of the fault or failure.
- 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 GES the defect has not been caused by the GES's materials or workmanship then GES 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.
- This warranty is valid and enforceable for equipment purchased and used exclusively in the UK only.
- GES's liability under this warranty is limited to the said repairs or replacement under the conditions in this document and shall under no circumstances extend to any financial loss or damage including consequential losses alleged to have been suffered by the claimant.
- Nothing in this warranty shall exclude liability for death or personal injury caused by the GES's negligence.
- No authority has been given to any person, firm or company to vary the terms of this warranty.

#### **Callout Response Times**

In the event that an ASHP fails resulting in a total loss of heat to the building, GES will schedule the attendance of an engineer within 4 working days following our receipt of notification of the situation.

GES should be notified immediately upon discovery of the failure. For the fastest response, please telephone on 02031371590 or else e-mail... [services@globalenergysystems.co.uk](mailto:services@globalenergysystems.co.uk) GES's office hours are 8 to 5 Monday to Friday. Any notifications arriving outside of these hours will be considered received at the beginning of the next working day.

#### **Exclusions**

GES grants no additional warranty or guarantee over its supplied ASHP's, nor the components, assemblies or equipment supplied for replacement or repair, other than the warranty conditions expressly stated within this document.

GES accepts no liability for consequential damage to persons, property, equipment, or heating systems arising from its supplied ASHP's or replacement equipment. Nor is any liability accepted for any disruption to business or losses beyond the scope of repairs or replacement of the boiler for which the warranty claim is raised, including but not limited to any loss of profits, revenue, business, goodwill, indirect or consequential loss or damage.

The warranty conditions as set out above will not apply and the warranty under these Terms will not be valid for cases of:

- Damage to the ASHP or installation caused by external factors, including accidental or malicious damage, vandalism, theft, damage due to fire, flood, lightning, explosion, vacuum, frost, exposure to elements, or force majeure.
- The ASHP Compressor exceeding two starts per hour.
- The total run hours of the ASHP Compressor exceeding 3000 hours per annum.
- Frost damage to the ASHP Fans.
- Frost damage to the ASHP Heat Exchanger.
- Issues arising from incorrect installation or maintenance of the system if not performed by GES personnel or agents.
- Cosmetic damage that does not negatively impact the operation or performance of the equipment, such as scratches, scuffs, and dents.
- Misuse, neglect, modification, or incorrect or unauthorised use of the ASHP.
- Any work carried out by persons other than approved GES operatives.
- Unauthorised third-party costs and works.
- Use of non-original spare, service, or repair parts.
- Works and costs if no faults are found on the equipment.

## ADVECO WARRANTY DETAILS



- Works and costs arising from problems with utility supply (such as water or electricity) to the building or equipment.
- Works and costs relating to parts supplied with, but not as part of, the ASHP. Such parts carry the manufacturer's warranty only.
- Frost damage Evaporator
- Corrosion damage Evaporator
- Corrosion damage