

Customer Warranty for Installation Services



The Warranty sets out the terms upon which FUTURE RENEWABLES ENERGY SYSTEMS LIMITED offers warranty cover for the Products supplied by it to its Customers, and for the installation services provided by FUTURE RENEWABLES ENERGY SYSTEMS LIMITED Registered Installers. Terms defined in FUTURE RENEWABLES ENERGY SYSTEMS LIMITED's Customer Contract bear the same meaning when used in this warranty. Your attention is drawn to FUTURE RENEWABLES ENERGY SYSTEMS LIMITED's Customer Contract, which includes provisions relevant to the warranty set out below.

1. Installation services

- 1.1. FUTURE RENEWABLES ENERGY SYSTEMS LIMITED warrants to you that the Installation Services will be performed by the appropriately qualified and trained FUTURE RENEWABLES ENERGY SYSTEMS LIMITED Registered Installers using reasonable care and skill, to such high standard of quality as it is reasonable for you to expect.
- 1.2. The Warranty Period for the Installation Services shall be two years from completion of the Installation Services.

2. Remedial Action

- 2.1. If you make a valid claim about our service in accordance with FUTURE RENEWABLES ENERGY SYSTEMS LIMITED's Terms and Conditions, FUTURE RENEWABLES ENERGY SYSTEMS LIMITED may arrange for the relevant Products to be reinstalled by any of FUTURE RENEWABLES ENERGY SYSTEMS LIMITED's Registered or approved Installers or refund to the Customer the charge for the relevant part of the Installation Service (or a proportionate part of such charge).

3. Exceptions

- 3.1. This Warranty will only apply:
 - 3.1.1. If the Product has been installed by a FUTURE RENEWABLES ENERGY SYSTEMS LIMITED Registered Installer and has been properly used and maintained throughout the Warranty Period.
 - 3.1.2. If you have informed FUTURE RENEWABLES ENERGY SYSTEMS LIMITED of the alleged defect within the Warranty Period and within a reasonable period of discovery.

4. General conditions

- 4.1. You will promptly provide all information and support including access to site and services) reasonably necessary to enable FUTURE RENEWABLES ENERGY SYSTEMS LIMITED to evaluate any alleged defect and to perform its obligations under this Warranty.
- 4.2. You agree that all premises, plant, power, fuel support services and other inputs that you provide for the installation and use of the Products are reasonable, are fit for purpose and will be properly used and provided.

5. Expertise

- 5.1. Any dispute as to whether a defect is covered by this warranty can be handled by the Renewable Energy Consumer Code's Dispute Resolution Process as detailed in section 9.1 of the Renewable Energy Consumer Code.

6. Third Party Rights

- 6.1. When FUTURE RENEWABLES ENERGY SYSTEMS LIMITED has installed a system in a property that is sold within the Warranty Period the warranty will pass to the new legal owner of the property. It may not be transferred to or exercised by any third party.

7. Law

- 7.1. This warranty is governed by English law and the English courts or by the law and the courts governing where your property is if this is outside England or Wales.

8. Manufacturer's Product Warranty

- 8.1. Most Products supplied by FUTURE RENEWABLES ENERGY SYSTEMS LIMITED come with the benefit of a manufacturer's product guarantee. Where a claim in respect of any of the Products is notified to FUTURE RENEWABLES ENERGY SYSTEMS LIMITED by you in accordance with FUTURE RENEWABLES ENERGY SYSTEMS LIMITED's Customer Warranty, FUTURE RENEWABLES ENERGY SYSTEMS LIMITED will liaise with the manufacturer and use all reasonable endeavours to secure a replacement of the Product (or the relevant part), or a refund of the price of the Product (or a proportionate part of the price). Labour charges for investigation work undertaken by FUTURE RENEWABLES ENERGY SYSTEMS LIMITED to determine product faults will be advised to you prior to the commencement of any work and will be passed on to you as the customer. These charges may apply to both remote technical investigations and on-site visits. Labour charges may also relate to time spent checking or diagnosing the system remotely, even where no physical site visit takes place. Where an on-site visit is required, a Call Out charge will apply in the first instance, with additional labour charges potentially incurred if a more complex situation arises. This warranty does not replace or limit your legal rights to bring a claim to FUTURE RENEWABLES ENERGY SYSTEMS LIMITED as the retailer of the goods supplied.