

POWERFLOW Factory Warranty

Applies solely to the following products: Energy Recovery Systems; E.R.S 4.0, E.R.S 6.0.

The statutory warranty obligation of the seller of your device is not affected by this warranty and remains fully valid for 24 months from the date of purchase. For the above mentioned products, you receive a POWERFLOW extended factory warranty above the statutory 24 months period valid only if the following conditions are met:

If the device is registered on the POWERFLOW website at: www.powerflowenergy.com/warrantyregistration it will benefit from a three year warranty period from the date of purchase, or 10,000kWh of recovered energy operation (as recorded by the total kWh counter on the ERS device). The total kWh hours limit is only applicable for installations with renewable generators greater than 10kW peak. This is inclusive of but does not affect the statutory warranty obligation of 24 months.

If the device is registered on the POWERFLOW website at: www.powerflowenergy.com/warrantyregistration and installed by a registered PowerFlow accredited installer it will benefit from a five year warranty period from the date of purchase, or 10,000kWh of energy recovery operation (as recorded by the total kWh counter on the ERS device). The total kWh hours limit is only applicable for installations with renewable generators greater than 10kW peak. This is inclusive of but does not affect the statutory warranty obligation of 24 months.

The POWERFLOW factory warranty covers any costs for repair or spare parts during the agreed period beginning on the date of purchase of the device, subject to the following warranty conditions. This is not associated with a durability warranty.

Warranty Conditions

If a device becomes defective during the first six months of operation from date of purchase, the device will be replaced with a new equivalent product. Defects arising after the first six months will be covered under the POWERFLOW manufacturer warranty period and, unless this should be impossible or disproportionate, one of the following options will be selected at the discretion of POWERFLOW:

- Device repair at POWERFLOW, or
- Device repair on-site, or
- Exchange for a replacement device of equivalent value with regard to model and age.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device and your entitlement will be documented at POWERFLOW. The term "disproportionate" as referred to above applies in particular if, as a result of the envisaged measures, POWERFLOW were to incur costs deemed unreasonable according to the following criteria:

- In view of the value that the device would have without the defect,
- Taking into account the significance of the defect, and
- After consideration of alternative workaround possibilities that POWERFLOW customers could revert to without significant inconvenience.

The factory warranty includes the costs of POWERFLOW for work and material for the restoration of faultless functioning in POWERFLOW's factory or for on-site repair work by POWERFLOW service personnel. All other costs, particularly shipping costs, travel and accommodation costs of POWERFLOW's personnel for on-site repairs as well as costs of the customer's own employees are NOT included in the factory warranty.

To determine the warranty entitlement, it will be necessary to either complete and submit the device replacement form at www.powerflowenergy.com/devicereplacement or email POWERFLOW at info@powerflowenergy.co.uk. If the defective device was installed by a PowerFlow accredited installer, it will be necessary to contact them in the first instance. The type label on the device must be completely legible. Otherwise, POWERFLOW is entitled to refuse warranty services.

Defective devices with a detailed error description and proof of purchase will need to be sent to the POWERFLOW factory for fault diagnosis. If no error is found with the device, you will NOT be charged and the device will be returned to the sender. Shipping costs may be charged at the discretion of POWERFLOW. If we agree to a replacement, we generally send an equivalent replacement device, packaged appropriately for transport, within ten working days.

Scope of the Factory Warranty

The factory warranty does not cover damage that has occurred due to any of the following reasons:

- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual and/or the installation and technical manuals
- Modifications, changes or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations and appropriate standards. (e.g: BS7671, etc.)
- Public or private network supply problems outside of tolerance limits of the statutory guidelines.
- Force Majeure (e.g: lightning strikes, storms, fire, flooding or water damage, etc.)

Neither does it cover cosmetic defects which do not influence the energy recovery.

Claims that go beyond the rights cited in the warranty conditions, in particular claims for compensation for direct or indirect damages arising from the defective device, for compensation for costs arising from disassembly and installation, or loss of profits are not covered by the manufacturer warranty, insofar PowerFlow Energy Ltd is not subject to statutory liability. In such cases, please contact the company that sold you the device. Possible claims in accordance with the law on product liability remain unaffected. POWERFLOW reserve the right to change the warranty conditions without notice. All claims arising from or in connection with this warranty are subject to UK law.

For further information, visit www.powerflowenergy.com under the section "Service".