

**All EcoAir products carry a minimum guarantee period of one year (see list below for exceptions). The rights and benefits under this guarantee are additional to your statutory rights which are not affected.**

Domestic Dehumidifiers:	Total 2 years from date of purchase
Fans:	Total 1 year from date of purchase
Industrial Dehumidifiers:	Total 1 year from date of purchase
Air Purifier:	Total 1 year from date of purchase
Split Air Conditioning:	Total 1 year from date of purchase
Portable Air Conditioning:	Total 1 year from date of purchase

## Warranty Terms and Conditions

The conditions below apply to our warranty. They do not affect your statutory rights or the obligations of your retailer and your contract with them.

We provide warranty cover for this appliance subject to the following conditions:

1. We will rectify defects affecting the appliance which are clearly attributable to material and/or manufacturing faults, provided they are reported immediately after being identified within the Warranty Period.
2. Service may not be available to all the islands around the UK. Please check with your retailer or contact our customer service department.
3. The warranty will not extend to consumables such as air filters.
4. Warranty liability will not be triggered by minor variances from nominal features which are of no significance to the appliance's value or fitness for purpose, nor damage caused by wear and tear, exceptional environmental conditions and inappropriate operating conditions.
5. No warranty liability will be accepted:-
  - a. If the defects stem from transport damage for which we are not responsible.
  - b. Improper installation and assembly.
  - c. Improper use, to also include poor maintenance caused by insufficient aftercare or cleaning and failure to observe operating or assembly instructions.
  - d. Use in a non-domestic environment, to include dehumidifier for rental.
6. No rights are given under this warranty to a person acquiring the appliance second hand or appliance bought from an auction site.
7. We reserve the right to invalidate the warranty: -
  - a. If repairs or other interventions are performed by persons not authorised by us.
  - b. If our appliances are fitted with non-original spare parts, extras or accessories.
  - c. If our appliance has been altered.
  - d. In the event of abuse (whether physical or verbal abuse) towards any member of staff.
8. Warranty provision will be free of charge and we will decide whether this will take the form of a repair or the replacement of the appliance. Small appliances that can be reasonably be transported or posted may need to be handed over or shipped to our customer service centre. A purchase receipt must be presented in each case. Replaced parts pass into our ownership.
9. Under no circumstances shall the application of this warranty give rise to the complete replacement of the appliances. In the event of a replacement appliance being supplied at our discretion, we reserve the right to charge an appropriate monetary offset in respect of the period of use already enjoyed.
10. The provision of services under warranty neither extends the term of the warranty nor sets in motion a new Warranty Period. The Warranty Period for spare parts fitted ends with the expiry of the warranty on the appliance as a whole.
11. Liability for loss of goods, loss of use, or any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses are excluded.
12. Our Warranty service is on a return to base basis.

These warranty conditions apply to appliances purchased in the United Kingdom. If appliances shipped to other countries feature the appropriate technical conditions (e.g. voltage, frequency, gas-types etc.) for the climatic and environmental conditions in the country concerned, the terms of the warranty will apply, provided a local customer service network exists. Appliances purchased outside the United Kingdom are subject to the warranty conditions published by the appropriate local representative office of that country. These can be obtained via the specialist dealer from whom you bought the appliance.

## Warranty Procedure

- i) We receive a warranty service request form (<http://ecoair.org/warranty-service.html>) together with warranty forms, returns documentation, invoice and proof of purchase.
- ii) Faulty parts must be retained by you for 60 days from date of claim. We reserve the right to ask for parts back.
- iii) Any warranty service carried out after the date the warranty has elapsed will be subject to charges.
- iv) Any claim not submitted in accordance with our procedures WILL NOT be actioned.
- v) Our warranty service (including servicing and testing) may take between 7 to 14 working days depending on the type of service.

## Extended Warranty – Domestic Dehumidifiers

Extended warranties of up to 5 years are available to purchase on selected units

- i) All extended warranty (EW) policies must be registered online at <http://www.ecoair.org/Warranty-Registration-Domestic-Dehumidifier.html>
  - ii) When making a claim under an extended warranty policy, you must quote a valid EW reference.
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## Warranty Procedure – Industrial Dehumidifiers, Air Purifiers, Heaters, Kitchen Appliances & Portable Air Conditioning

- i) We receive a warranty service request form (<http://ecoair.org/warranty-service.html>) together with warranty forms, returns documentation, invoice and proof of purchase.
  - ii) Faulty parts must be retained by you for 60 days from date of claim. We reserve the right to ask for parts back.
  - iii) Any warranty service carried out after the date the warranty has elapsed will be subject to charges.
  - iv) Any claim not submitted in accordance with our procedures WILL NOT be actioned.
  - v) Our warranty service (including servicing and testing) may take between 7 to 14 working days depending on the type of service.
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## Warranty Procedure – Installed Equipment

- i) We receive a warranty service request form (<http://ecoair.org/warranty-service.html>) together with warranty forms, returns documentation, invoice and proof of purchase.
- ii) Faulty parts must be retained by you for 60 days from date of claim. We reserve the right to ask for parts back.
- iii) Any warranty service carried out after the date the warranty has elapsed will be subject to charges.
- iv) Any claim not submitted in accordance with our procedures WILL NOT be actioned.
- v) Our warranty service (including servicing and testing) may take between 7 to 14 working days depending on the type of service.
- vi) Warranty is for parts only with no compensation for labour allowance.

## Installed Equipment Policy

- i) The EcoAir equipment is installed by a suitably qualified and certificated refrigeration engineer or EcoAir approved installers. The engineer's membership must be verifiable.
- ii) The EcoAir equipment is maintained by a suitably qualified and certificated refrigeration engineer.
- iii) Normal wear and tear is excluded.
- iv) Faults arising out of incorrect installation not in accordance with the installation manual provided is excluded.

## Extended Warranty – Installed Equipment

Extended warranties of up to 5 years are available to purchase on selected units.

Extended warranties on Split Air Conditioning are only valid where system is professionally installed and has a valid maintenance contract held by an EcoAir approved engineer commencing on the date of installation and in place during the warranty period.

Warranty is for parts only with no compensation for labour allowance.

- i) All extended warranty (EW) policies must be registered online at <http://www.ecoair.org/Warranty-Registration-Air-Conditioning.html>
- ii) When making a claim under an extended warranty policy, you must quote a valid EW reference.