



THERMO TECHNICA CUSTOMER WARRANTY POLICY

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1. Purpose

This policy explains the voluntary Thermo Technica warranty available on products purchased from Thermo Technica. It is additional to, and does not replace, statutory consumer rights.

2. Standard Warranty

All Thermo Technica products are eligible for registration for the 1-Year Standard Warranty. The warranty period runs from the verified original purchase date.

For purchases made directly through thermotechnica.com, the WooCommerce order is the proof of purchase and customers are not required to upload a separate receipt or invoice.

For LPG-connected Combi heaters, competent LPG installation and commissioning is required for the voluntary Standard Warranty. DIY LPG connection, alteration, commissioning or safety testing does not qualify. For private leisure vehicles, relevant current STGW competence is accepted. Where law requires Gas Safe registration, the installer must hold the appropriate registration and competencies.

3. Five-Year Extended Warranty

The following Thermo Technica product families will qualify for the Five-Year Extended Warranty when the eligibility requirements are met: Combi heaters, Compressor Fridges, Absorption Fridges and Inverters.

Registration must be completed within 30 days of the verified original purchase date. The five-year period runs from that purchase date and is not restarted by registration, replacement or ownership transfer.

Five-Year cover is for eligible private-use installations. It does not apply to commercial/business use, hire, rental, hire or reward, fleet operations, paid passenger/transport services, commercial accommodation, demonstration/training fleets or other revenue-generating use unless Thermo Technica has agreed alternative written commercial terms.

4. Installation requirements

Where installation competence is relevant to an eligible Five-Year product, the installation must comply with Thermo Technica Designated Installer Requirements. Alternative schemes, qualifications, self-certification or claimed equivalents are not accepted unless expressly listed by Thermo Technica or approved by Thermo Technica in writing before installation.

For LPG-connected products, DIY LPG work is not eligible for Five-Year cover. Combi heaters and refrigerators are not approved for marine use unless a specific product is expressly stated by Thermo Technica to be marine approved. Only specifically approved inverter variants may be eligible for marine installation.

5. Annual habitation check - all Five-Year products

Every product covered by the Five-Year Extended Warranty must form part of a yearly habitation check for the vehicle in which it is installed. The check must be completed on time by a suitably competent person or company

and must follow appropriate leisure-vehicle habitation-check standards.

The customer must retain dated evidence of each habitation check. If a required annual habitation check is missed or becomes overdue, the Five-Year Extended Warranty ceases from the date the check became overdue. A late check does not automatically reinstate cover. Any reinstatement is at Thermo Technica's discretion and must be confirmed in writing.

The registration form may refer customers to the full warranty terms rather than reproducing all ongoing conditions. The habitation-check requirement remains a condition of Five-Year cover.

6. Ownership transfer

The remaining Five-Year Extended Warranty may be transferred to a new private owner, but transfer is not automatic. The new owner must apply within 30 days of acquiring the product or vehicle and provide reasonable evidence of ownership, product identity, original purchase and continued warranty compliance, including required habitation checks.

A transfer gives only the unexpired balance of the original warranty. It does not restart or extend the warranty, revive lapsed cover, or permit transfer into commercial, hire or reward use. The remaining Standard Warranty may also be transferred where the product and original purchase can be verified.

7. Claims and return-to-base service

Warranty service is return-to-base unless Thermo Technica agrees otherwise in writing. After an RMA is issued, the customer is normally responsible for disconnecting the product and making it available for return.

Thermo Technica does not reimburse third-party labour, travel, accommodation, diagnostics, customer-purchased parts or contractor costs unless authorised beforehand in writing, subject always to applicable statutory rights and any emergency safety considerations.

8. Remedies and statutory rights

Where a warranty claim is approved, Thermo Technica may repair, replace or provide another remedy permitted by the warranty terms. No depreciation is applied to an approved warranty claim solely because of the age of the product during the Five-Year Extended Warranty period.

Nothing in this voluntary warranty limits rights or remedies that cannot lawfully be excluded under UK consumer law.