

THERMO TECHNICA

THERMO TECHNICA WARRANTY TERMS AND CONDITIONS

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1. Scope

These terms govern the voluntary Thermo Technica 1-Year Standard Warranty and Five-Year Extended Warranty. They do not replace statutory rights.

2. Warranty periods and registration

The Standard Warranty is one year from the verified original purchase date and may be registered for every purchased product.

Five-Year Extended Warranty eligibility applies to designated Combi heaters, Compressor Fridges, Absorption Fridges and Inverters. Eligible products must be registered within 30 days of purchase and all eligibility and ongoing conditions must be satisfied.

Website purchases are verified against the WooCommerce order; a separate proof-of-purchase upload is not required where that order can be verified.

3. Five-Year continuing conditions

Every Five-Year product must be included in a yearly habitation check. Dated evidence must be retained. Cover ceases from the date a required check becomes overdue. Late completion does not automatically reinstate cover.

Applicable Designated Installer requirements, LPG competence requirements, private-use restrictions and product-specific installation requirements must continue to be satisfied.

4. Exclusions

Warranty does not cover fair wear and tear, consumables, cosmetic deterioration that does not affect function, misuse, neglect, accident, external physical damage, incorrect installation, unauthorised modification, use outside published specifications, contamination, water ingress not caused by a product defect, incorrect voltage/polarity, or damage caused by other equipment, except where applicable law provides otherwise.

Five-Year cover excludes commercial/business use, hire, rental, hire or reward, fleets, paid passenger/transport services, commercial accommodation, demonstration/training fleets and other revenue-generating use unless alternative written terms have been agreed.

5. Damage on delivery

Customers should inspect goods promptly. Visible physical damage, transit damage, missing items or significant packaging damage should be reported within 48 hours of delivery with photographs of the product, packaging and shipping label where reasonably possible.

A visibly damaged product should not be installed, connected, commissioned or used before Thermo Technica is contacted, unless action is necessary for safety. The 48-hour notification assists investigation of transit damage and does not remove statutory rights.

6. Returned products and inspection

Thermo Technica may photograph and record the condition of a returned product when it is received and may inspect and test it against the reported fault and the manufacturer's specification.

If a genuine product fault is confirmed, the claim follows the applicable statutory or warranty remedy.

If no fault is found and testing confirms that the product operates correctly and within specification, the product is recorded as No Fault Found (NFF). An NFF result does not by itself prove misuse or dishonesty. Where the customer is instead exercising a valid change-of-mind cancellation and the product has been handled beyond what is reasonably necessary, any permitted refund is assessed under the Installed or Used Products provisions in the Terms and Conditions of Sale.

Where physical damage is first reported after delivery, Thermo Technica will consider the available evidence, including delivery records, photographs, packaging, installation/use history and the nature of the damage. Damage shown to have arisen after delivery, through installation, misuse or external impact is not a manufacturing defect.

7. Transfer

Five-Year cover may transfer only on approved application within 30 days of acquisition by the new owner and only for the remaining original warranty period. Required habitation checks and all other conditions must be up to date.

8. Remedies

Approved voluntary warranty claims may be resolved by repair, replacement or another appropriate remedy. No depreciation is applied solely because of product age during an active Five-Year warranty.

Statutory remedies for goods that do not conform to the contract remain unaffected.