

Smith's Environmental Products Warranty Policy 1st March 2025

Smith's Environmental Products Ltd (Smith's), provides a warranty to the original purchaser, at the site of the original installation, such that its products will be free from defects in materials and workmanship for the following periods:

Residential products

- Smith's fan convector heaters utilising an electrical element: 5 years parts & labour from date of purchase (OEM version 2 years) **
- Smith's fan convector heaters utilising a hydronic heat source: 5 years parts & labour from date of purchase (OEM version 2 years) */**
- Mechanical controls for convector heaters**: 5 years parts & labour from date of purchase (OEM version 2 years)
- Electronic controls integral or accessory: 2 years parts & labour from date of purchase

Residential products include Space Saver Electric, Space Saver Hydronic, Space Saver Dual, Ecovector, Space Maker, Ecovector High, Ecovector Low, Ecovector Low II, Ecovector Low II Smart, Ecovector Vertical, Eco-Powerad and Sterling.

Commercial products

- Caspian fan convectors*/ **: 5 years from date of purchase
- Fan Coil Units (Aegean): */**: 1 year parts & labour, plus 1 year parts only
- Unit Heaters (Solano): 2 years parts & labour from date of purchase
- Air curtains (Ostro): 2 years parts & labour from date of purchase
- Radiant panels: 5 years parts & labour from date of purchase
- Skyline 4kW electric(Caspian Skyline Electric): 5 years parts and labour from date of purchase **
- Electronic controls integral or accessory: 2 years parts & labour from date of purchase

* Where a motorised valve is incorporated into a heater, the motorised valve attracts a 2-year warranty only.

** Batteries and filters are excluded from the warranty as they are consumables designed to be renewed.

The original purchaser's remedy for breach of this Warranty is expressly limited to repair or replacement of any part or parts found to be defective under conditions of normal service and use during the above warranty period and does not extend to Smith's on being liable for any incidental, special or consequential damages or losses whatsoever, such as loss of use of the product, inconvenience, or lost profits.

This Warranty does not cover any defect, damage or malfunction in the product which is due to: failure to comply in any respect with Smith's installation, maintenance, or operating instructions; faulty storage, handling, installation, or repair; misuse; neglect; accident; abuse; or general wear and tear.

Prior to the provision of free service under this Warranty, the original purchaser will be required to prove the date of purchase and may be required to provide Smith's with such supporting information, as Smith's may need to conduct its own investigation into the alleged defect. On occasions that a mutual agreement is made for Smith's to provide a free of charge replacement, this arrangement will only be adhered to if the faulty product is returned to Smith's for testing. Where the unit is not returned, or where testing and inspection identifies an issue not covered under the warranty, Smith's reserves the right to make a charge for the replacement.

Smith's reserves the right to make a reasonable charge for inspecting and testing any product which is subject to a Warranty claim and the rights conferred by the Warranty are conditional upon the payment of such charge. The charge may be made, at Smith's discretion, either before or after the inspection and testing of the product. In the event it is established to Smith's

reasonable satisfaction that a valid Warranty claim has been made in respect of the product, then any inspection charge which has been paid will be refunded in full by Smith's.

The fees applied in booking a service visit are as detailed below:

Residential - £150 Ex Vat with no further hourly charges

Commercial - £150 Ex Vat for attendance up to one hour, with a subsequent fee of £85 Ex Vat per hour thereafter.

Where Smith's is requested to attend site for commercial premises, the installation company will be required to attend at the same time as Smith's. Where access equipment is deemed to be necessary, the installing contractor shall be responsible for provisioning such equipment, so that access can be made safely and with due regard to health and safety policies and produce risk assessments to demonstrate safe working practices are followed. Where a product is replaced / repaired under warranty, the warranty period from the original period will prevail until the term is finished.

The rights and benefits under this warranty are additional to your statutory rights which remain unaffected.