



## **EV-Rad and JTB Bathroom Rad Warranty Agreement**

### **What this warranty cover and length of time.**

This limited warranty is provided by ECOVOLT LIMITED and covers defects in parts and materials used in the manufacturing of your newly purchased EV-RAD or JTB Rad. The warranty covers the following model numbers EV6R / EV9R / EV12R / EV15R / EV20R /JT4B and JT6B. The warranty period lasts for a period of 12 months from the date of purchase or 24 months if the product is registered within 28 days of purchase using the online registration process. You will be required to demonstrate proof of purchase to make warranty claims to which the proof of purchase will be validated by the Ecovolt customer support team. Failure to produce a proof of purchase will void any warranty claims immediately and repairs undertaken will be quoted for and paid for in advance of works.

### **What to do if you have a warranty claim.**

Under consumer law, you are entitled to a 14 day cooling off period from the date of purchase to return the product it's it complete packaging to the place of purchase for a full refund. The reseller is entitled to inspect the product and it's packaging before approving the refund. It is strongly advised to hold onto all packaging in the event you wish to avail of your rights and return the product within 14 days.

If the product fails within 28 days of purchase, Ecovolt will exchange the product like for like. The issue must be reported to Ecovolt by completing the service request form on Ecovolt's website and proof of purchase must be provided prior to the agreed exchange. Ecovolt will notify the reseller / retailer / wholesaler and send a replacement should they not have one in stock. Once the faulty product has been returned, the new product will be issued. Please allow 7 working days for this.

If the product fails after 28 days of purchase during the warranty period, Ecovolt will repair the product (if economically feasible) or replace the defective product free of charge provided you notify Ecovolt using the service request form on the Ecovolt website and proof of purchase can be verified and provided that Ecovolt through inspection establishes the existence of such a defect and that it is covered by this limited warranty. Ecovolt will, at its option use new or reconditioned parts in performing warranty repair and building replacement products. Ecovolt repairs or replaces a product, its warranty continues for the remaining portion of the original warranty period. All replaced products and all parts removed from the repaired products become property of Ecovolt.

### **What does the warranty not cover.**

Claims are limited to the following and in order of sequence:

1. Repair – As per above
2. Replace – should the product be economically unviable to repair then the product will be replaced.
3. Refund – If 1 and 2 above is unachievable then a reimbursement up to the purchase price for the goods only will be made. Refund payments will be made 28 days or thereabouts after the decision has been granted by Ecovolt.



Ecovolt will be liable to you only for direct damages suffered by you and only up to a maximum amount equal to the purchase price of the product. This limited warranty does not warrant uninterrupted or error free operation of the product or cover normal wear and tear of the product or costs related to the removal, installation or troubleshooting of the customers electrical systems. This warranty does not apply to and Ecovolt will not be responsible for any defect to:

- a) The product if it has been misused, neglected, improperly installed, physically damaged or altered, either internally or externally, or damaged from improper use or use in an unsuitable environment.
- b) The product if it has been subjected to fire, water, generalized corrosion, biological infestations, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the technical manual.
- c) The product if repairs have been done to it other than by Ecovolt.
- d) The product if it is used as a component part of a product expressly warranted by another manufacturer.
- e) The product if its original identification (trademark, serial number) markings have been defaced, altered, or removed.
- f) The product if it is located outside of the country where it was purchased.
- g) Any consequential losses that are attributable to the product losing power whether by product malfunction, installation error or misuse
- h) Wall markings / streaking caused by hot air currents mixing with contaminated air particles / candle smoot / dirt and dust and poorly ventilated rooms.
- i) Connectivity issues with an end user's internet devices or any WiFi connectivity issues.

## Warranty Claim and Service Request Link

<https://ecovolt.ie/service-request/>

Please allow 3 working days for a member of the support team to get in touch with you via email.

## Disclaimer Product

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY ECOVOLT IN CONNECTION WITH YOUR ECOVOLT PRODUCT AND IS, WHERE PERMITTED BY LAW, IN LIEU OF ALL OTHER WARRANTIES, CONDITIONS, GUARANTEES, REPRESENTATIONS, OBLIGATIONS AND LIABILITIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE IN CONNECTION WITH THE PRODUCT, HOWEVER ARISING (WHETHER BY CONTRACT, TORT, NEGLIGENCE, PRINCIPLES OF MANUFACTURER'S LIABILITY, OPERATION OF LAW, CONDUCT, STATEMENT OR OTHERWISE), INCLUDING WITHOUT RESTRICTION ANY IMPLIED WARRANTY OR CONDITION OF QUALITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE TO THE EXTENT REQUIRED UNDER APPLICABLE LAW TO APPLY TO THE PRODUCT SHALL BE LIMITED IN DURATION TO THE PERIOD STIPULATED UNDER THIS LIMITED WARRANTY. IN NO EVENT WILL BPE BE LIABLE FOR: (a) ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, LOST REVENUES, FAILURE TO REALIZE EXPECTED SAVINGS, OR OTHER COMMERCIAL OR ECONOMIC LOSSES OF ANY KIND, EVEN IF ECOVOLT HAS BEEN ADVISED, OR HAD REASON TO KNOW, OF THE POSSIBILITY OF SUCH DAMAGE, (b) ANY LIABILITY ARISING IN TORT, WHETHER OR NOT ARISING OUT OF ECOVOLT'S NEGLIGENCE AND ALL LOSSES OR DAMAGES TO ANY PROPERTY OR FOR ANY PERSONAL INJURY OR ECONOMIC LOSS OR DAMAGE CAUSED BY THE CONNECTION OF A PRODUCT TO ANY OTHER DEVICE OR SYSTEM, AND (c) ANY DAMAGE OR INJURY ARISING FROM OR AS A RESULT OF MISUSE OR ABUSE, OR THE INCORRECT INSTALLATION, INTEGRATION OR OPERATION OF THE PRODUCT.