

Workmanship warranty

Should you require either this Contract or any other information we have supplied to you in large print, please contact us.

1. WARRANTY

We warrant that the installation of the air source heat pump or electric vehicle charger (as appropriate) has been carried out by appropriately qualified and trained personnel using reasonable care and skill.

This warranty commences on satisfactory completion of the installation of your air source heat pump or electric vehicle charger (as appropriate) and once all payments relating to the installation have been paid. The warranty lasts for a period of 2 years from the date of completion of the installation. This is the 'warranty period'.

2. TERMS AND CONDITIONS

The warranty given in clause 1 is subject to the following:

- The air source heat pump or electric vehicle charger (as appropriate) must have been used in accordance with handover pack and operating manual provided to you shortly after its installation; and
- Where we have installed an air source heat pump, it must have been maintained and serviced in accordance with the Annual Air Source Heat Pump Service Contract.
- Please be advised that if we are called out to your property to assess your heat pump and we identify that an external party has altered and/or interfered with the heat pump or component installed as part of your heat pump installation, our 2-year workmanship warranty will be void.

3. CLAIMS

Any issue which you wish to claim for during the warranty period must be notified to us as soon as you become aware of it or within such time as you ought to have reasonably realised there was a defect or issue.

To notify us of an issue you should contact our customer services team on 0333 016 4500 or via heatpumps@goodenergy.co.uk giving details of the defect/issue.

We will respond to your notification within 2 working days.

You must provide all information and support including access to site and the air source heat pump or electric vehicle charger (as appropriate) that are reasonably necessary to enable us to evaluate any alleged defect or issue and to perform our obligations under this warranty.

4. RESOLUTION

If you make a warranty claim about our installation service that is valid under clause 2, we may:

- arrange for the relevant products to be reinstalled by any of our registered or approved installers, or
- refund the charge for the relevant part of the installation service (or a proportionate part of such charge).

Where we carry out further installation services under this warranty these will be at our own cost. Where a claim includes a defect in a product or part of the air source heat pump or electric vehicle charger system (as appropriate), clause 7 will apply to the product or part.

However, we reserve the right to charge for parts and labour if further works are performed because of hardware failure (for example a valve or a pump, not including the air source heat pump itself) and we are not able to recover for the affected part under the manufacturer's warranty.

We shall resolve the defect or issue within a reasonable period considering the nature of the defect or issue.

5. DISPUTES

Any dispute under this warranty shall be dealt with in accordance with section J3 of the HIES Code of Conduct (if it is in relation to a heat pump installation) or Clause 16 of our Contract Terms (if it is in relation to an electric vehicle charger installation).

6. TRANSFERABILITY

Where we have installed an air source heat pump or electric vehicle charger system in a property that is sold within the warranty period the warranty will pass to the new legal owner of the property. The warranty may not be transferred to or exercised by any other third party.

7. MISCELLANEOUS

Most products supplied by us come with the benefit of a manufacturer's product guarantee. Where you notify us of a claim (in accordance with clause 2) in respect of any of the products we have installed, we will liaise with the manufacturer and use all reasonable endeavours to secure a replacement of the product (or the part in question), or a refund of the price of the product (or a proportionate part of the price).

The manufacturer's warranty does not replace or limit your legal rights under the Consumer Rights Act 2015 to bring a claim against us as the retailer of the goods supplied.

8. GOVERNING LAW

This warranty is governed by the laws of England and Wales.