



Joule Cyclone

The **JOULE Cyclone** stainless steel vessel carries a fully transferable 25-year guarantee against faulty materials or manufacture provided that:

- It has been installed in the United Kingdom or the Republic of Ireland as per the instructions provided in the installation manual provided with the cylinder and in accordance with all of the relevant standards, regulations and codes of practice in force at the time.
- It has not been modified in any way, other than by JOULE
- It has not been misused, tampered with or subjected to neglect.
- The system is fed from the public mains water supply.
- It has only been used for the storage of potable water.
- It has not been subjected to frost damage.
- The unit has been serviced annually.
- The Service Log Book has been completed after each annual service.
- The warranty card is filled in and a copy is sent by email to warranty@joule.ie

Exclusions

The guarantee does not cover cylinders affected by the following;

- The effects of scale build up on the cylinder.
- Any labour charges associated with replacing the unit or its parts.
- Any consequential losses caused by the failure or malfunction of the unit.

Please note that invoices for servicing may be requested to prove that the unit has been serviced annually.

Unvented Kit & Other Components

The expansion vessel and cold water controls supplied with JOULE models carry a 1-year guarantee. All other components that are fitted to, or supplied, with the unit carry a 1-year guarantee.

Joule Wellmaster

The JOULE Wellmaster stainless steel vessel carries a fully transferable 10-year guarantee against faulty materials or manufacture provided that:

- It has been installed in the United Kingdom or the Republic of Ireland as per the instructions provided in the installation manual provided with the cylinder and in accordance with all of the relevant standards, regulations and codes of practice in force at the time.
- It has not been modified in any way, other than by JOULE.
- It has not been misused, tampered with or subjected to neglect.
- It has only been used for the storage of potable water.
- The sacrificial anode is removed for inspection within 3 months of the cylinder installation. If there are signs of corrosion on the anode it must be replaced.
- A replacement schedule for the anode must be put in place based on the findings of the initial 3 month inspection.
- Maximum interval between anode inspections is 12 months.
- The warranty card is filled in and a copy is sent by email to warranty@joule.ie

Exclusions

The guarantee does not cover cylinders affected by the following;

- Wellmaster cylinders where the anode has not been routinely maintained.
- Any labour charges associated with replacing the unit or its parts.
- Any consequential losses caused by the failure or malfunction of the unit.

Please note that invoices for servicing may be requested to prove that the unit has been serviced annually.

Joule fully endorse the Benchmark scheme and the code of practice can be obtained from www.centralheating.co.uk



Joule Solar Thermal Systems

Subject to the following provisions, Joule warrants that the Goods will be free from defects in material and workmanship for a period of 20 years in relation to VACUUM TUBES and a period of 5 years for MANIFOLDS and KITS from their date of manufacture. "RESTRICTED PRODUCTS" are limited to a period of 12 months warranty. The warranty is given by Joule subject to the following conditions:

- A The 20 year warranty period on Vacuum Tubes is conditional on installation by a Joule Solar Approved Installer, and subject to the collector(s) being properly maintained according to the manufacturer's recommendations. (See Joule Installation Manual for further details). Otherwise a default 5 year warranty period on Vacuum Tubes applies.
 - B Joule shall be under no liability in respect of any defect in the Goods arising from any information drawing design or specification supplied by the Buyer.
 - C Joule shall be under no liability in respect of any defect arising from fair wear and tear, wilful or accidental damage, negligence, abnormal working conditions, failure to follow the Joule' instructions, misuse or alteration or repair of the Goods without approval.
 - D The above warranty does not extend to parts materials equipment not manufactured by Joule Renewables in respect of which the Buyer shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer to the Company.
 - E The defect has been reported by the Buyer to Joule within the warranty period.
 - F The installation of the Goods having been carried out by fully trained and competent person(s).
 - G The Goods having been subjected to neither "prolonged stagnation conditions" nor exhibiting signs of "extreme temperature exposure".
1. The Buyer shall not make any statement or representation or give any warranty to any third party in respect of any, Goods other than in the terms made or given by Joule to the Buyer nor shall the Buyer have any authority to commit Joule to provide any service in relation to the Goods.
 2. The Company's liability to the Buyer for death or injury resulting from its own or that of its employees' agents' or subcontractors' negligence and damage suffered by the Buyer as a result of any breach of the obligations implied by Section 12 of The Sale of Goods Act 1979 shall not be limited.

3. If Joule fails to deliver the Goods for any reason other than any cause beyond the Company's reasonable control or the Buyer's fault then Joule shall only be liable to the Buyer for and the Company's liability shall be limited to the excess (if any) of the cost to the Buyer (in the cheapest available market) of similar goods to replace those not delivered over the Price of the Goods.
4. The Buyer shall examine all delivered Goods forthwith. Any claim based on any defect in the quality or condition of the Goods or their failure to correspond with specification shall be notified to Joule within 7 days from the delivery date or where the defect was not apparent on reasonable inspection within a reasonable time after discovery of the failure. If delivery is not refused and the Buyer does not notify Joule the Buyer shall not be entitled to reject the Goods.
5. Joule shall be entitled to examine any Goods, which are the subject of any claim by the Buyer, and to remove such Goods or any part thereof for testing. No tests carried out by the Buyer will be recognised by Joule unless carried out strictly in accordance with a method previously agreed by Joule as being suitable for the purpose.
6. Any valid claim in respect of the Goods which is based on any defect in the quality or condition of the Goods or their failure to meet specification is notified to Joule in accordance with these Conditions Joule shall be entitled to repair or replace the Goods (or the part in question) free of charge or at the Company's sole discretion refund to the Buyer the Price (or a proportionate part of the Price) but Joule shall have no further liability to the Buyer.
7. Joule shall not be liable to the Buyer by reason of any representation (unless fraudulent) or any implied warranty condition or other term or any duty at common law (including but without limitation the negligence of Joule its employees agents or otherwise) or under the express terms of the Contract for any loss of production loss of profits or anticipated profits loss of contracts operation time or anticipated savings loss of business or of expected further business loss of or corruption to data damage to the Buyer's reputation or goodwill damages costs or expenses payable by the Buyer to any third party or any other indirect special or consequential loss or damage or claim (whether caused by the negligence of Joule its employees agents or otherwise) which arise out of or in connection with the supply of the Goods or their use or resale by the Buyer.
8. Without prejudice to the provisions of clauses 3, 4, 5, 6 and 7 the entire liability of the Buyer under or in connection with the Contract shall not exceed the Price of the Goods.



9. Joule shall not be liable to the Buyer or be deemed to be in breach of the contract by reason of any delay in performing or any failure to perform any of the Company's obligations in relation to the Goods if the delay or failure was due to any cause beyond the Company's reasonable control. Without limiting the foregoing, due to causes beyond the Company's reasonable control.
10. For comprehensive details regarding "Warranties and Liability" please refer to the "CONDITIONS OF SALES" section 7.

Joule Solar PV Systems

Joule acts as a distributor for all components supplied in any solar PV kit including the photovoltaic collector. Joule does not manufacture or modify any part of the solar PV system. All components supplied by Joule come with a manufacturer's warranty. Please refer to the warranty details included with each item supplied for details of the specific manufacturer's warranty.

Exclusions

- Joule shall be under no liability in respect of any defect in the Goods arising from any information drawing design or specification supplied by the Buyer.
- Joule shall be under no liability in respect of any defect arising from fair wear and tear, wilful or accidental damage, negligence, abnormal working conditions, failure to follow the Joule's instructions, misuse or alteration or repair of the Goods without approval.
- The above warranty does not extend to parts materials equipment not manufactured by Joule in respect of which the Buyer shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer to the Company.
- The defect has been reported by the Buyer to Joule within the warranty period.
- The installation of the goods having been carried out by fully trained and competent person(s).
- The goods having been subjected to neither "prolonged stagnation conditions" nor exhibiting signs of "extreme temperature exposure".
- The Buyer shall not make any statement or representation or give any warranty to any third party in respect of any, Goods other than in the terms made or given by Joule to the Buyer nor shall the Buyer have any authority to commit Joule to provide any service in relation to the Goods.

- The Company's liability to the Buyer for death or injury resulting from its own or that of its employees' agents' or subcontractors' negligence and damage suffered by the Buyer as a result of any breach of the obligations implied by Section 22 of The Sale of Goods Act 2979 shall not be limited.
- The Buyer shall examine all delivered Goods forthwith. Any claim based on any defect in the quality or condition of the Goods or their failure to correspond with specification shall be notified to Joule within 7 days from the delivery date or where the defect was not apparent on reasonable inspection within a reasonable time after discovery of the failure. If delivery is not refused and the buyer does not notify Joule the buyer shall not be entitled to reject the goods.
- Joule shall be entitled to examine any Goods, which are the subject of any claim by the buyer, and to remove such goods or any

Registration can be made by logging online to **www.jouleuk.co.uk / www.joule.ie**

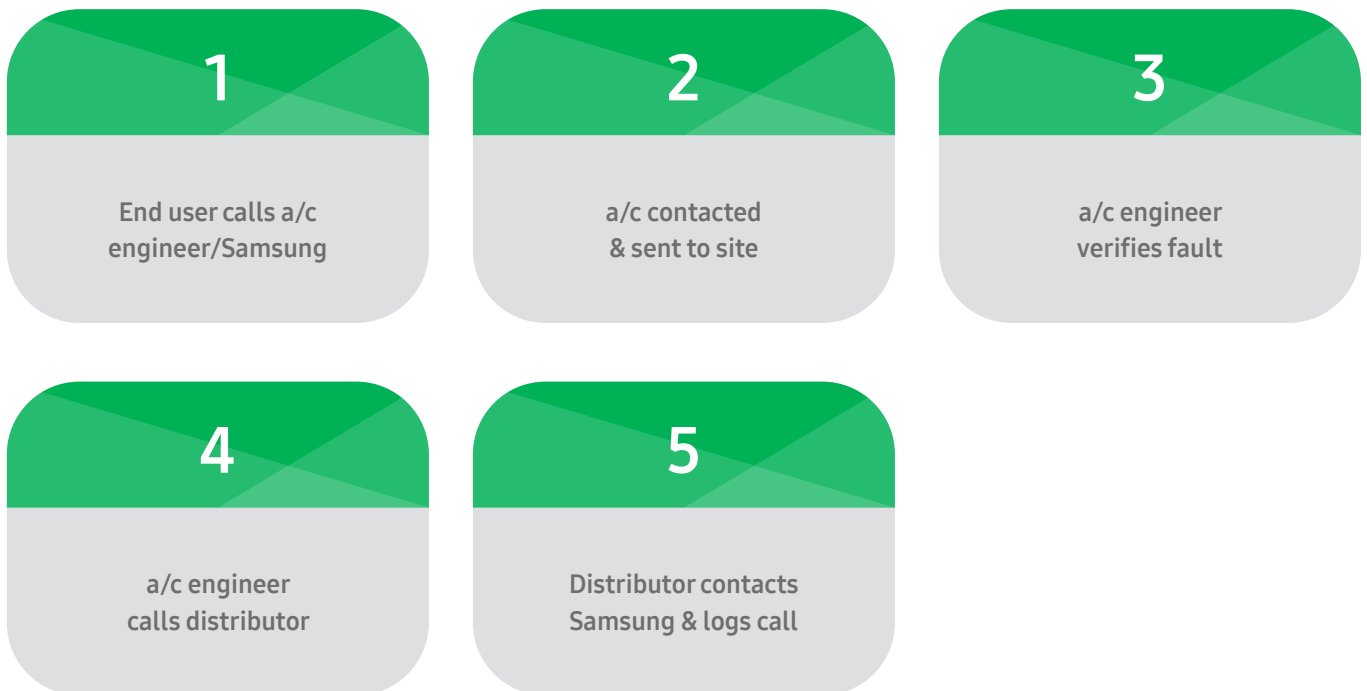


Warranty Registration Procedure

A Samsung accredited installer to..



Warranty Procedure

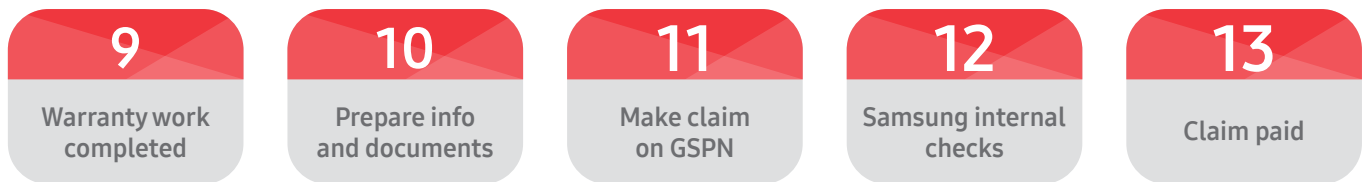




Performing Warranty Work



Warranty Reimbursement (by distributor/service partner)



Standard Warranty Period And Extended Warranty Period

1. The warranty period starts on the date of installation as shown on the commissioning report. The standard warranty period ends 24 months later. By registering the product(s) which can be done either by yourself, or by the reseller from whom you have purchased the products (the “Reseller”) within 28 days after the installation date, you will receive an additional 1/2/5 year extended limited warranty service depending on the product type which will bring the total period of coverage to 3/5/7 years from the date of installation. All of the terms set in this Statement of Limited Warranty shall apply to any extended warranty. The method of service and operating conditions will be as described in the original warranty statement provided with the Samsung Product.

Warranty: Redemption Process & Details

1. This promotion cannot be used in conjunction with any other promotion(s) or special bid/tender pricing offered by Samsung Electronics.
2. To redeem and claim the Extended Warranty, all details **MUST** be sent to **(uk.corporate@samsung.com)** within 28 days of the installation date to validate the additional warranty.
3. This offer applies to models purchased after 00:01hrs (GMT) on 1st May 2016.
4. Upon registration the claimant will be sent an email confirmation with notification of registration and a related reference number for the claim being registered on.
5. A copy of your invoice and commissioning report **MUST** be submitted as proof of purchase.
6. Proof of dispatch will not be accepted as proof of receipt.
7. The 7 Year Extended Warranty is not transferable and no alternative will be offered.



Statement For Samsung

1. This offer only applies to the purchase of a new (not second-hand) Samsung air conditioning Product which is sold in the UK or ROI after 1st May 2016

Product	Model	Warranty Type
All DVM/EHS/ERV Product	various	7 years On Site
All CAC Product	various	5 years On Site
All RAC Product	various	3 years On Site

- For customers outside the UK & ROI please refer to the country specific warranty information that came with your product.
- All Extended Warranty Redemptions must be registered online within 28 days of installation.
- This Promotion is only available to end user customers who are using the products for business purposes.
- Employees or agents of Samsung or their families or households or anyone professionally connected to this promotion is not eligible.
- By registering for the Extended Warranty you agree to be bound by these terms and conditions.

Extent Of Warranty

During the extended warranty period Samsung continues to warrant that the Samsung Product shall be free from defects in materials and workmanship. If the relevant product does not function as warranted, against defective materials or workmanship, you should contact the Samsung Support Hotline.

Samsung Maintenance Parts, Supplies and Optional accessories (i.e. consumables), supplied as part of the initial Samsung Product installation and listed in the Samsung Product User Guides, is warranted against defective materials or workmanship for the first 6 months, from date of Samsung Product purchase or recommended average life volume, whichever is achieved first, but is excluded from the Extended Warranty period.

When Warranty service involves the exchange of a product or part, subject to applicable law, the item replaced becomes the property of Samsung.

The replacement item assumes the remaining warranty period of the original product.

Before you present the product(s) for On Site (IH) warranty service you must:

- ensure that the Product is available for Warranty repair, on Site at the registered address.

Claim(s) For Warranty Service

To obtain a Warranty service, you must:

- Contact the Samsung Support hotline on 0843 596 2982 (UK) / 0818 717100 (ROI)
- Provide the full product model code and serial number
- Provide proof of activated extended warranty and proof of annual maintenance contract as per the e-mail confirmation sent at the time of online warranty registration(s)
- Provide a clear fault description and carry out any diagnostics as advised
- Comply with any reasonable instructions from Samsung or an Authorised Service Centre to allow you to receive the warranty service

Transfer Of Product

If you transfer this product to another user, warranty service may be available to that user during the remainder of the standard 24 month warranty period, but not during any extended warranty period (i.e. the extended warranty is not transferrable).

Exclusions

Samsung makes no representation or guarantee that the Samsung product(s) will operate uninterrupted or error free. During the Extended Warranty Period, Samsung will only provide the Warranty in the UK and ROI.

Samsung is not responsible for paying any travel or delivery costs where the product is located outside the UK or ROI.

Services performed by Samsung in rectifying damage or defect caused as a result of any excluded conditions shall be subject to additional charges for labour, transportation and parts.

The Extended Warranty is only available if you have an ongoing maintenance contract in place with a maintenance provider approved by Samsung, under which the product(s) must be checked at least once a year by that maintenance provider.

Warranty Service is not available to you if the product you present is:

- Defaced
- Altered
- Damaged beyond repair, or
- In need of a repair not included in Warranty service. (e.g Periodic Maintenance, consumable replacement and the repair or replacement of parts due to normal wear and tear) transportation damage, or any other damage caused by external factors (i.e. not damage caused by issues inherent in the manufacturing of the product)
- Does not match Product Model and serial number details as registered for Warranty service



To the maximum extent permitted by law, warranty service does not include repair of failures caused by:

- Modification or attachments
- Accidents or misuse
- Unsuitable physical or operating environment
- Third party products, generic or refilled e.g. maintenance units or replacement parts
- Maintenance by anyone other than Samsung or a Samsung Authorised Service provider
- Operation of a product beyond the limit of its duty cycle or Product specifications
- Products, components, parts, material, software, or interfaces not furnished by Samsung

Neither Samsung nor its third party suppliers or resellers make any other warranty, guarantee, or condition of any kind, whether express, implied, legal or statutory, with respect to the product(s), and to the extent permitted by applicable law, specifically disclaim any implied, legal or statutory warranties or conditions or merchantability, fitness for a particular, general or normal purpose, satisfactory quality, durability and warranties against latent defects.

General Terms Of Promotion

1. These terms and conditions are governed by English law and come under the English courts shall have exclusive jurisdiction to settle and resolve any dispute which may arise in connection with the validity, effect, interpretation and/or performance of these terms.
2. By registering for the extended warranty you agree to be bound by these terms and conditions.
3. The Promoter shall have the right, where necessary, to undertake all such action as is reasonable to protect itself against fraudulent or invalid claim(s) including, without limitation, to require further verification as to the identity, and other relevant details of an entrant or claimant and/or the verification as to their qualifying purchase.
4. The Promoter shall not be liable for any interruption to this promotion whether due to force majeure or other factors beyond the Promoter's control.
5. The Promoter reserves the right, acting reasonably and in accordance with all relevant legislation and codes of practice, to vary the terms and conditions of this Promotion.
6. Promoter: Samsung Electronics (UK) Ltd, Samsung House, 1000 Hillswood Drive, Chertsey, Surrey, KT16 0PS. (Please do not send any Warranty applications to this address - they will not be registered for Warranty promotion)

Joule Cyclone

The **JOULE Cyclone** stainless steel vessel carries a fully transferable 25-year guarantee against faulty materials or manufacture provided that:

- It has been installed in the United Kingdom or the Republic of Ireland as per the instructions provided in the installation manual provided with the cylinder and in accordance with all of the relevant standards, regulations and codes of practice in force at the time.
- It has not been modified in any way, other than by JOULE
- It has not been misused, tampered with or subjected to neglect.
- The system is fed from the public mains water supply.
- It has only been used for the storage of potable water.
- It has not been subjected to frost damage.
- The unit has been serviced annually.
- The Service Log Book has been completed after each annual service.
- The warranty card is filled in and a copy is sent by email to warranty@joule.ie

Exclusions

The guarantee does not cover cylinders affected by the following;

- The effects of scale build up on the cylinder.
- Any labour charges associated with replacing the unit or its parts.
- Any consequential losses caused by the failure or malfunction of the unit.

Please note that invoices for servicing may be requested to prove that the unit has been serviced annually.

Unvented Kit & Other Components

The expansion vessel and cold water controls supplied with JOULE models carry a 1-year guarantee. All other components that are fitted to, or supplied, with the unit carry a 1-year guarantee.



Electrical Components

The JOULE underfloor heating electrical components including only the room thermostats, wiring centre for the room thermostats and the actuators carries a fully transferable 2 year guarantee against faulty materials or manufacture provided that:

- It has been installed in the United Kingdom or the Republic of Ireland as per the instructions provided in the installation manual provided with the products and in accordance with all of the relevant standards, regulations and codes of practice in force at the time.
- It has not been modified in any way, other than by JOULE
- It has not been misused, tampered with or subjected to neglect.
- It has been wired by a suitably qualified installer
- It has only been used to control a Joule underfloor heating system
- It has not been subjected to damage or misuse
- The heating system has been serviced annually

Mechanical Components

The JOULE underfloor heating mechanical components including only the manifolds, valves, fittings and pipe fixing systems carries a fully transferable 5 year guarantee against faulty materials or manufacture provided that:

- It has been installed in the United Kingdom or the Republic of Ireland as per the instructions provided in the installation manual provided with the products and in accordance with all of the relevant standards, regulations and codes of practice in force at the time.
- It has not been modified in any way, other than by JOULE
- It has not been misused, tampered with or subjected to neglect.
- It has been fitted in accordance with the instructions provided and to all current regulations and codes of practice
- It has only been used as part of a complete Joule underfloor heating package
- It has not been subjected to damage or misuse
- The heating system has been serviced annually

Joule Pert/Al/Pert Pipe

The JOULE underfloor heating pert/al/pert pipe carries (not including any fittings – see above) a fully transferable 10 year guarantee against faulty materials or manufacture provided that:

- It has been installed in the United Kingdom or the Republic of Ireland as per the instructions provided in the installation manual provided with the products and in accordance with all of the relevant standards, regulations and codes of practice in force at the time.

- It has not been modified in any way, other than by JOULE
- It has not been misused, tampered with or subjected to neglect.
- It has been fitted in accordance with the instructions provided and to all current regulations and codes of practice
- It has only been used as part of a complete Joule underfloor heating package
- It has not been subjected to damage, misuse or frost damage
- The heating system has been serviced annually

Exclusions

The guarantee does not cover systems affected by the following;

- The effects of frost damage.
- Any labour charges associated with replacing any component
- Any consequential losses caused by the failure or malfunction of any component.

Please note that invoices for servicing may be requested to prove that the unit has been serviced annually

Warranty Activation

This warranty must be activated and is subject to the timely (within 30 days of commissioning) registration of the Product with Joule. Registration can be made by logging online to www.jouleuk.co.uk/www.joule.ie

How to claim under this warranty?

The installer/maintenance company should always be the End-User's first point of contact in the event of a breakdown or other malfunction of the product. Only if/when confirmed that there is a fault with the Product (and not with system design or installation), then contact should be made with Joule. It is the End-User's responsibility to provide Joule's representative easy and free access to the Product for warranty work to be carried out.

False Claims

Joule reserves the right to charge the End-User for any reasonable costs incurred in investigating a claim where no fault has been found with the product in the light of product manufacturer's specifications.