



1. WARRANTY DURATION

The manufacturer warrants that this product is free from defects in material or workmanship for a period of 4 years from the date of installation, provided that the product is registered via the dedicated app. The product registration should be completed within 30 days of installation to activate the warranty period. Under no circumstances will this warranty extend beyond 5 years from the date of manufacture, regardless of when the product was installed or registered.

2. WHAT IS COVERED

This warranty applies to defects in materials and workmanship under normal usage conditions will repair or replace, at our discretion, any defective part of the product. This includes but is not limited to:

- Internal mechanical components
- Structural integrity of the pump casing
- Electrical components integral to the normal operation of the pump

Normal wear and tear: As this product is a pump, it is subject to wear over time as it operates. This warranty includes damages related to normal wear and tear that can be reasonably expected from regular use, in line with the pump's operational guidelines.

3. WHAT IS NOT COVERED

This warranty does NOT apply in the following cases:

1. Excessive or abnormal wear: Any damage caused by excessive or abnormal wear and tear due to non-standard usage or failure to adhere to the operational guidelines will not be covered.
2. Improper installation: This warranty does not cover damages resulting from improper installation. Installation must be carried out by qualified personnel in accordance with local codes and installation guidelines.
3. Misuse or negligence: Damages caused by misuse, negligence, accidents, or failure to perform regular maintenance as outlined in the product's manual are not covered.
4. External damage: Damages resulting from external events such as natural disasters (e.g., lightning strikes, floods), vandalism, or unauthorised modifications are excluded from the warranty.
5. Consumable parts: Parts subject to regular replacement or maintenance, such as seals, bearings, and lubricants, are not covered unless the defect is caused by manufacturing or material faults.





4. IMMEDIATE WARRANTY VOID

The warranty is immediately void if any of the following conditions are found:

1. The product is used for purposes other than those for which it was designed and manufactured.
2. The product was not installed in accordance with applicable codes, ordinances, and best practices, or by unqualified personnel.
3. The product has been subjected to tampering, unauthorised modifications, or was improperly stored in conditions that damage internal or external components.

5. WARRANTY CLAIM PROCEDURE

To make a warranty claim, follow these steps:

1. Contact Service (email service@dutypoint.com, or call 0808 239 3128): Notify the manufacturer as soon as you identify an issue with the product.
2. Complete the Warranty Claim Form: Provide detailed information on the product, including the invoice, serial number, and installation details. Photos and other documentation are strongly encouraged.
3. Response: After reviewing your claim, the manufacturer will respond in one of the following ways:
 - No Warranty: If the information provided shows that the issue is outside the scope of the warranty, the manufacturer will offer a repair or replacement at your expense.
 - Anticipated Warranty: the manufacturer may issue a replacement under warranty but reserves the right to inspect the product for final approval.
 - Further Inspection Required: the manufacturer may request that the product be returned to us for a more detailed inspection.
4. Analysis and Final Decision: If the product is returned, the manufacturer will analyse it and provide a final report. If the issue falls under warranty, the device will be repaired or replaced at no cost. If it is not covered, the manufacturer will provide a repair quote. After 60 days without a response, the product will be scrapped with prior notice.

6. LIMITATION OF LIABILITY

The manufacturer shall under no circumstances be responsible for the cost of field labour, removal, or re-installation charges. The warranty covers only the repair or replacement of the defective product. Any improvements made to the product after purchase do not obligate the manufacturer to retroactively apply those improvements to products previously sold. Dutypoint shall not be held liable for any consequential damages.





7. NON-TRANSFERABLE WARRANTY

This warranty applies solely to the original purchaser or installer and is non-transferable unless the manufacturer has provided prior written authorisation.

8. WARRANTY FOR THIRD PARTIES

Any warranties offered by the customer to third parties must be pre-approved by the manufacturer. Without this authorisation, such warranties are not covered.

9. CUSTOMER RESPONSIBILITIES

To maintain warranty coverage, customers are responsible for:

- Ensuring the product is installed correctly and maintained regularly according to the user manual
- Using the product within the specified operating conditions and load limits
- Registering the product through the app within 30 days of installation to activate the extended warranty period

