



### **SERVICE CONTRACT AND WARRANTY**

#### **TERMS AND CONDITIONS** **SERVICE CONTRACT AND WARRANTY**

1. All heating and cooling systems will be in working condition at the time of the installation in line with UK laws and the customer's satisfaction.
2. All the machines need be serviced at least once in every year to maintain the warranty and the client agrees to perform regular checks on the filters and clean where necessary.
3. This contract/warranty includes repair and replacement of all controls, compressors, fan motors including gas charging for a period of 10 years. However, if it is established that the equipment has broken down to mistreatment or negligence then a charge for labour and parts will be due, this will be formalised in writing prior to any work starting and will require client agreement
4. On breakdown of any machine, the client needs to notify Duchy Eco Heating by telephone on 01326 727398 or email [info@duchyeoheating.co.uk](mailto:info@duchyeoheating.co.uk)
5. In the event of a breakdown/ technical issue Duchy Eco Heating will use its best endeavors to rectify the issue first by telephone and then by site visit if needed. In the event of a site visit that is determined as user error then an hourly charge will be payable
6. This warranty is backed by the manufacturer for a period of years, the specific manufacturer determines the length of warranty, for example, Daikin 3 years, LG 5 years, Toshiba 7 years.
7. Duchy Eco Heating reserves the right to make changes to this agreement from time to time and updated terms and conditions will be available on [www.duchyeoheating.co.uk](http://www.duchyeoheating.co.uk)