

iHelios Guarantee Guidelines

iHelios Living Reinvented Limited provides limited guarantee to the original purchaser of the iHelios Heating System subject to the terms and conditions outlined below.

1. iHelios offers the following guarantee periods:

- Heating Film: The standard guarantee period is 2 years from the purchase date, extendable to 20 years with appropriate documentation.
- Thermostat: 2 years from the installation date.
- Smart Devices: 1 year from the installation date.

2. The extended guarantee is automatically valid from the date of installation ONLY with a copy of the purchase confirmation i.e. receipt or invoice, installation plan for each room and a copy of the Installation Certificate (included in these terms as an appendix).

3. The iHelios Guarantee is only valid when all components of the system are iHelios products. The use of any other sub-products or components not approved by iHelios voids the guarantee. The iHelios Guarantee does not cover:

- Damage caused by improper installation or improper use of the system.
- Damage caused by unauthorized modification or repair.
- Damage caused by external factors such as fire, flood, lightning, power surges, or acts of nature.
- Consumable components, such as fuses or batteries.
- Any system that has been tampered with or had its serial number altered or removed.

4. In the event of a guarantee claim, the Customer must:

- Contact iHelios Customer Support via email support@ihelios.co.uk to report the issue.
- Provide the Guarantee Certificate with the required documents.
- Follow the instructions provided by iHelios Team for troubleshooting or repair.

5. If a defect is confirmed and falls within the guarantee coverage, iHelios will, at its discretion, repair or replace the defective system or components.

6. iHelios' liability under this guarantee is limited solely to the repair or replacement of the System or components as provided in these terms and conditions. iHelios shall not be liable for any consequential or incidental damages arising from the use of the System.

Documentation & record-keeping

Documentation and record-keeping are essential in any electrical installation. Reasons include:

1. Compliance with regulations

Electrical installations must comply with various regulations, codes, and standards. Documentation helps demonstrate that the installation has been designed, installed, and tested in compliance with these requirements.

2. Maintenance and troubleshooting

Electrical systems require regular maintenance and occasional troubleshooting. Documentation provides information about the system's components, layout, and operation, making it easier to diagnose and repair.

3. Safety

Electrical installations can be dangerous if not installed or maintained correctly. Documentation helps ensure that the system is designed and installed safely and that maintenance and repair work is carried out in a safe manner.

4. Liability

If an electrical installation causes damage or injury, documentation can be used to demonstrate that the installation was designed and installed correctly, and that maintenance and repair work was carried out in accordance with industry standards.

5. Future modifications

Electrical installations may require modifications or upgrades over time. Documentation provides a record of the installation's original design and construction, making it easier to plan and execute modifications or upgrades.

IHELIOS INSTALLATION PLAN

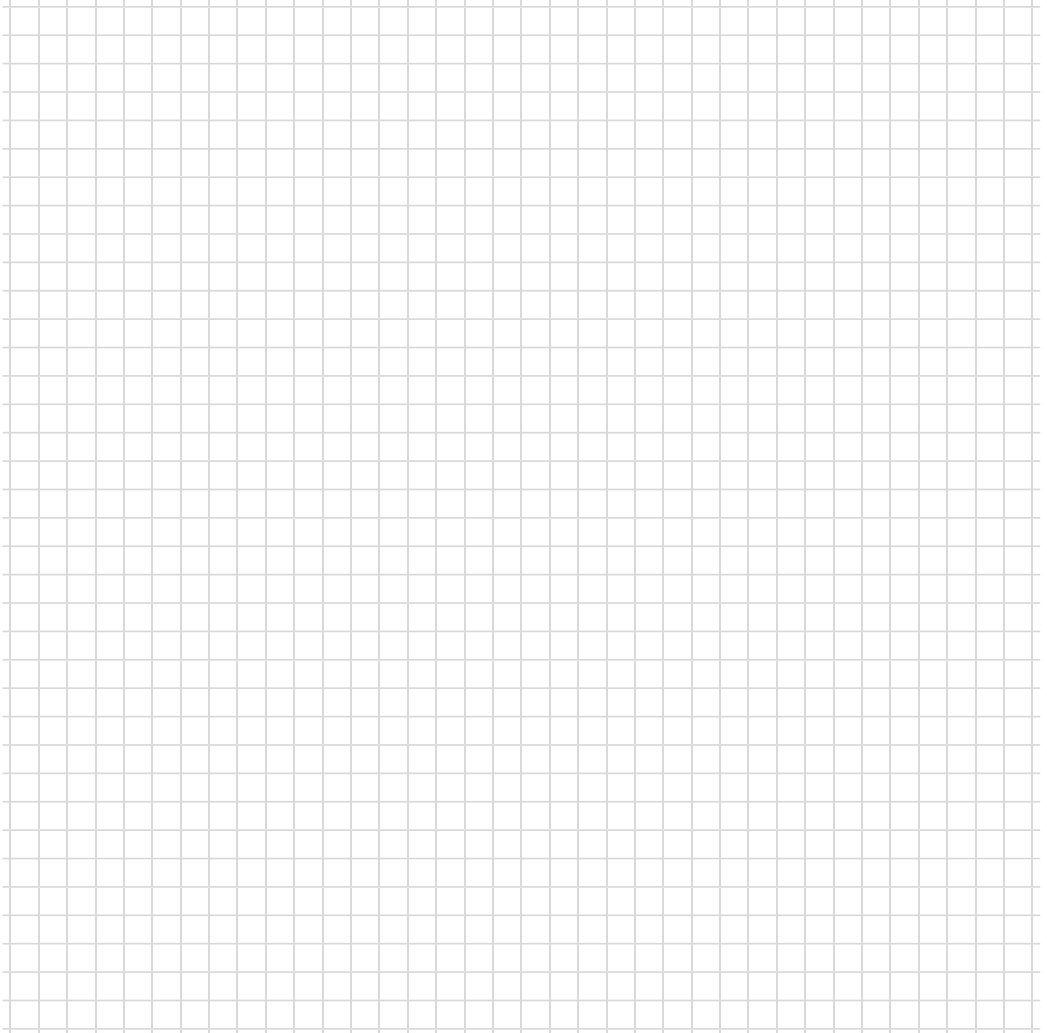
Address:

Room:

Ceiling Underfloor Film type: iH403 iH405 iH410

How much heating film was installed?m² Resistance measured:.....

* Make a copy for each room



IHELIOS INSTALLATION PLAN

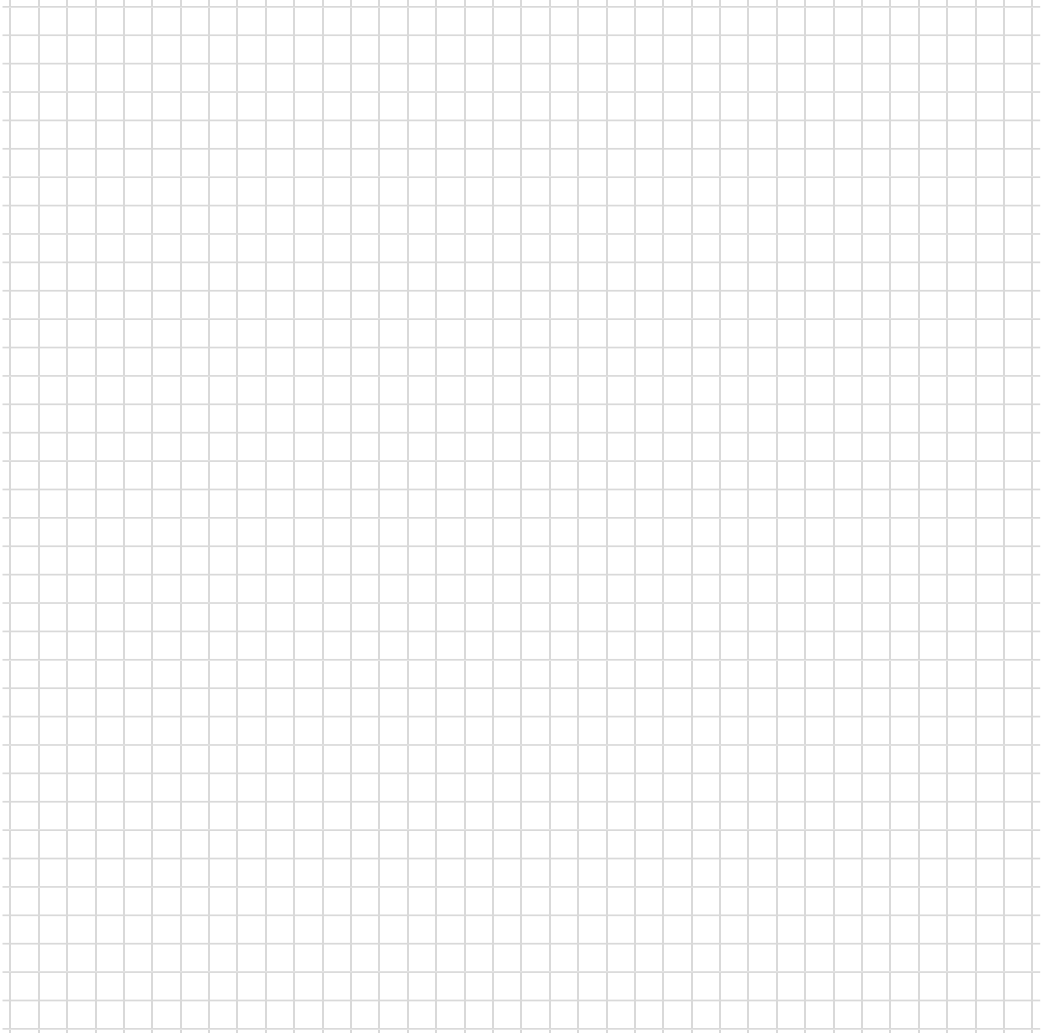
Address:

Room:

Ceiling Underfloor Film type: iH403 iH405 iH410

How much heating film was installed?m² Resistance measured:.....

* Make a copy for each room



iHELIOS HEATING SYSTEM - INSTALLATION CERTIFICATE

All installations must be completed and tested by a fully qualified electrician or a competent person as stated in the IET wiring regulations BS7671:2018

Must completed by the iHelios Approved Installer

Date:

Resistance Testing

- 1. Each thermostat zone must be resistance-tested individually.
- 2. Measure the overall resistance for the iHelios Heating System and note the measured resistance for the number of rooms at the project.

System Resistance (Ohm):

Room 1.....	Room 2.....	Room 3.....
Room 4.....	Room 5.....	Room 6.....
Room 7.....	Room 8.....	Room 9.....
Room 10.....	Room 11.....	Room 12.....
Room 13.....	Room 14.....	Room 15.....

How many linear meters are installed?

Room 1.....	Room 2.....	Room 3.....
Room 4.....	Room 5.....	Room 6.....
Room 7.....	Room 8.....	Room 9.....
Room 10.....	Room 11.....	Room 12.....
Room 13.....	Room 14.....	Room 15.....

Please take a picture of the iHelios Heating Film in each room before it is covered

Customer's signature:

iHelios Approved Installer's name & signature:

YOUR iHELIOS HEATING SYSTEM GUARANTEE CERTIFICATE

Thank you for choosing **iHelios**.

Welcome to the future of space heating technology, where your comfort is secured with a TWENTY-year guarantee!

This certificate serves as proof of your iHelios Heating System installation and is required in the event of any guarantee claims. Please ensure all details are filled in accurately and that the necessary documents are attached. Your guarantee is valid only when all the required information and installation certificates are completed in accordance with the terms of our guarantee policy*.

Purchase Date:

Invoice/Ref Number:

Heating film type:

Thermostat type:

Customer's name:

iHelios Approved Installer's name:

Address of the installation:

Date of installation:

Invoice/Receipt attached

Installation Certificate attached

iHelios installation Plans (for each room) attached

* See our terms and conditions document for full guarantee details.

iHelios Living Reinvented Ltd
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iHelios Living Reinvented

Terms & Conditions of iHelios Guarantee

Basic information

1. This guarantee is provided by iHelios Living Reinvented Ltd (The Old Brass Foundry, Marlborough Terrace, HU2 9AE), hereinafter referred to as the "Guarantor" or "iHelios".
2. The guarantee outlines the obligations and rights of both the Buyer and the Guarantor regarding the iHelios Heating System.
3. The guarantee is only valid when issued in accordance with the terms provided herein. Any statement about the guarantee in another document not connected to this one does not establish a guarantee relationship.
4. This guarantee covers hidden defects in the materials or workmanship of the product that prevent its intended use.
5. The guarantee is assigned to the property at the installation address.
6. The iHelios standard guarantees cover:
 - iHelios Heating Film: 2 years, extendable to 20 years with appropriate documentation.
 - Thermostat: 2 years from the purchase date.
 - Smart Devices: 1 year from the purchase date.

Conditions of the guarantee

1. The guarantee is valid provided that the heating system has been installed according to the manufacturer's instructions outlined in the installation manual.
2. The guarantee expires if:
 - There is unauthorized interference with the system by the customer or a third party, including independent repairs or modifications.
 - There is the use of sub-products or components not approved by iHelios
3. The guarantee does not cover:
 - Damage caused by improper installation or improper use of the system.
 - Damage caused by unauthorized modification or repair.
 - Damage caused by external factors such as fire, flood, lightning, power surges, or acts of nature.
 - Consumable components, such as fuses or batteries.
 - Any component or product that has been tampered with or had its serial number altered or removed.

Guarantee extension

1. The guarantee period may be automatically extended to 20 years, provided that the following conditions are met:
 - Installation must adhere to all guidelines outlined in the installation manual.
 - Installation documents, including the Installation Certificate, Installation Plan for each room must be correctly completed and signed by an Approved Installer. (List of approved installers available on our website)
 - The customer must provide proof of purchase (i.e., receipt or invoice).
 - The customer must complete the Guarantee Certificate Form.
2. It is the Customer's responsibility to retain all necessary documentation listed in the 1st point and provide them in case of a guarantee claim. Failure to present the required documents will result in the rejection of the claim.

Customer's Responsibilities in Case of Defects

1. In the event a defect is discovered, the Customer is obliged to immediately take measures to prevent further damage or additional losses, including ceasing use of the product.

Guarantee claim

1. A Customer intending to exercise the right under the guarantee is obliged to present the original, correctly completed documents, including:
 - Installation documents, including the Installation Certificate, and Installation Plan for each room.
 - Proof of purchase (i.e., receipt or invoice).
 - The completed Guarantee Certificate Form.
2. In the event of a claim based on the extended guarantee, failure to present the required documents will result in the rejection of the claim.
3. A Customer intending to exercise their right under the guarantee must promptly inform the Guarantor in writing about any defects or faults in the product or service provided by iHelios. The Guarantor recognizes only those defects or faults indicated in the written content of the Buyer's claim, supported by photographic evidence when applicable.
4. The Customer is obligated to submit the claim along with written details and photo evidence to support@ihelios.co.uk to facilitate a thorough assessment by the Guarantor.
5. The Buyer must report to iHelios Living Reinvented Ltd that sold the goods or services.
6. Within 14 days of the notification, the Guarantor is obliged to check the validity of the Buyer's notification. A guarantee claim verification report is prepared from the inspection activities.
7. If the claim is justified, the Guarantor shall perform the repair as soon as possible, individually agreed with the Guarantor holder, upon agreement of the parties.
8. Repairs under the guarantee may be made only by entities authorized by the Guarantor.
9. After the guarantee repair has been performed, the card must contain:
 - Information about the repair
 - Information about the scope of repair
 - Details of the person performing the repair, including a personal stamp and signature.
 - Date and numbers of issue of the certificate to the entity performing the repair.

Guarantee Repair or Replacement

1. Under the guarantee, the Guarantor is responsible for either repairing the product or replacing it with a defect-free one, at their discretion. The Guarantor will inform the Buyer of the selected remedy or, if applicable, the rejection of the guarantee claim.
2. The Buyer exercising their rights under the guarantee is required to deliver the product to the Guarantor's office unless the Guarantor agrees to perform the replacement or repair at another location (e.g., at the site of the product). After completing the guarantee obligations, the Guarantor will notify the Buyer of the repair and return the product at their own expense to the place from which they received it from the Buyer.
3. If the claim is justified, iHelios will reimburse the Buyer for the delivery cost to the Guarantor's office, up to the value of the lowest available shipping cost.
4. In cases of an unjustified claim, the Buyer will bear the cost of returning the product, based on iHelios's pricing, or the cost of iHelios technicians traveling to inspect the product, including the service fee (determined by iHelios's hourly rates).
5. If iHelios is not responsible for the defect, the Buyer may commission iHelios to perform a paid service, which will be priced based on the time taken for the repair and the hourly rate of iHelios employees.

Guarantee Duration Extension

1. If the Guarantor provides a replacement product free from defects or conducts a significant repair of the product covered by this guarantee, the guarantee period is extended by the time between reporting the defect to the Guarantor and its resolution or the delivery of a defect-free product.

Limitation of the Guarantor's liability

1. The total amount of all Buyer's allowance for which the Guarantor is responsible during the guarantee period is the equivalent of the net price of the product sold, specified in the sales document.
2. The total amount of the Buyer's allowance for which the Guarantor is responsible in the case of a single repair is the equivalent of the net price of the defective product or its component part, if it is possible to quantify according to the value at the time of notification of the defect; however, it may not exceed the amount determined in accordance with the first point.
3. The Guarantor's liability does not cover product defects and faults if:
 - The product has been installed contrary to its intended use, or was not selected, installed, or used in appropriate conditions according to the product's installation and operating instructions.
 - The product has been damaged as a result of mechanical factors or other external influences, such as thermal or chemical factors, flooding, moisture exposure, excessive dirt accumulation, or faulty operation of other installations (e.g., electrical) or devices impacting the product's performance.
 - The product has been damaged due to random events or acts of force majeure, such as fire, flooding, lightning, or similar unforeseen events.
 - The product has been used in conjunction with non-original or incompatible accessories or components not recommended by the manufacturer.
 - The transport, unloading, storage, cleaning, or maintenance of the product was not performed according to the instructions provided in the product's User Manual.
 - In cases where the extended guarantee is claimed, the heating film installation must have been carried out by an installer authorized and certified by iHelios (a list of certified installers is available on the iHelios website).
 - The electrical installation to which the product is connected had incorrect voltage or lacked proper over-current and differential-current protection.
 - Independent modifications or alterations were made to the electrical installation by the user or unauthorized persons.
 - Renovation works carried out after the product's installation did not comply with the assumptions in the as-built design or were performed contrary to construction law.
4. The guarantee covers the Guarantor's product exclusively purchased in the UK.
5. Provided these products are installed in a location in the UK moving the installed products outside the UK results in the expiry of the guarantee rights.
6. Relocating the heating system to any other location invalidates the guarantee, as it is assigned to the installation address due to the product adaptation to the specific building.

iHelios **LIVING**
REINVENTED