

Warranty

Okotech Ltd. is the legal entity; the company trades, and will be better known to clients, as heatboss.

The following detail describes the heatboss warranty coverage.

heatboss branded devices have a 24-month warranty from date of commissioning.

1. What is covered by this warranty?

Okotech Ltd. warrants the heatboss-branded hardware devices and accessories against defects in materials and workmanship when used normally in accordance with heatboss operational guidelines for a period of 24 months from the date of the commissioning document (“warranty period”). The heatboss operational guidelines include but are not limited to information contained in technical specifications and user guide.

2. What is not covered by this warranty?

This warranty does not apply to any non-heatboss branded hardware products or any software, even if sold with heatboss hardware. Manufacturers and suppliers, other than heatboss, will provide their own warranties to you but heatboss, in so far as permitted by law, provides their devices “as is”.

Okotech Ltd. is not responsible for damage arising from failure to follow instructions relating to the heatboss’ use.

This warranty does not apply to:

- i. damage caused by accident, abuse, misuse, liquid contact, fire or other external cause;
- ii. damage caused by use with another product;
- iii. damage caused by operating the heatboss device outside heatboss’ published guidelines;
- iv. damage caused by service performed by anyone who is not a representative of heatboss;
- v. an heatboss device that has been modified to alter functionality or capability without the written permission of Okotech Ltd; or
- vi. a site where the client has not ensured that the heatboss hubs on site are connected to the internet, so that it can make daily backup copies of the information contained on the storage media to protect the contents and as a precaution against possible operational failures.



Using the warranty service

Please contact us directly if you are having any problems with your heatboss system via the helpdesk on the numbers that you have or via info@heatboss.co.uk.

After discussing things with you in detail, if there is an issue with a heatboss device, your heatboss representative will help determine whether it requires service and, if it does, will inform you how it will be provided.

When the device is returned to Okotech Ltd. it will be tested and any issues resolved if possible, or replaced, if it is a heatboss fault. A spare will be provided to you in the interim.

Following the warranty service, your heatboss device or a replacement thereof will be returned to you as was configured when originally purchased, subject to applicable updates.

If, during the warranty period, you return a device to Okotech Ltd., they will

- (i) repair the heatboss device using new or previously used parts that are equivalent to new in performance and reliability; or
- (ii) replace the heatboss device with one that is at least functionally equivalent and is formed from new and/or previously used parts that are equivalent to new in performance and reliability.

End

Policy creation date: 23rd May 2018

Most recent Review date: 1st April 2024

Next review date: 1st April 2025