



## WARRANTY POLICY

All IPower products are UK manufactured using approved components and UK based vendors with which long term relationships have been established.

The manufacturing process follows stringent component, sub-assembly and final testing to ensure all products confirm to the latest manufacturing and statutory standards and regulations. These are updated on a regular basis and form part of our quality procedures and operating manual.

All IPower units should be installed in a safe and secure manner by technically capable personnel.

All IPower products come with a 5 year return to base warranty.

The warranty commences on the date of manufacture which is detailed on the relevant test documentation and serial number label on each unit.

The warranty is limited to the product being used within the operating parameter as set out in the technical documentation and those of any third part equipment that it is connected to the IPower units.

Should a unit fail within 5 years we will arrange for a returns note to be raised against which we will take back the unit for inspection.

Once received back at the factory a full investigation will take place to identify the problem and repair or replace at our discretion.

Should the unit be repaired the 5 year warranty period will remain from the original manufacture date.

Should the unit be replaced the 5 year warranty will be from the date of manufacture of the replacement unit.

We will ship out the repaired/replaced unit FOC to a UK mainland location.

All aspects are covered under English law.

Any disputes relating to the above can be taken up with the Managing Director who's objective is to resolve all issues in a professional manner.