



## Workmanships Warranty Guarantee

Efficient Homes S.E Ltd  
Lenvale House, 27 Hollingworth Court, Turkey Mill, Maidstone,  
ME14 5PP

Telephone – 03301 244 651

Email – [Info@efficienthomes.org](mailto:Info@efficienthomes.org)

[www.efficienthomes.org](http://www.efficienthomes.org)

### What is a workmanships warranty?

A workmanships warranty is a legally binding agreement between 'Efficient Homes S.E Ltd, and the customer which guarantees the quality of our installer's work for a certain amount of time. Below specifies what is covered and what is not by us.

This warranty sets out the terms upon which Efficient Homes S.E Ltd offers warranty cover for products supplied and for the installation services provided by Efficient Homes S.E Ltd registered installers. Terms defined in Efficient Homes S.E Ltd Terms and condition bear the same meaning when used in this warranty.

### Installation services/Coverage

**1.1** Efficient Homes S.E Ltd warrants to you that the installation services will be performed by appropriately qualified and trained Efficient Homes S.E Ltd registered installers using reasonable care and skill, to such high standards of quality as it is reasonable to expect.

**1.2** The warranty period for the installation services shall be two years from the completion of the installation services and after this period you may be charged a call out fee of £25.00.

**1.3** This type of guarantee states that **the design, assembly and installation are all done correctly**. The system will perform as expected – without malfunction. Any defects that may arise will be fixed free of charge if it was due to our installers.

### Manufacturers product warranty

**2.1** Most products supplied by Efficient Homes S.E Ltd come with the benefit of a manufacturer's product warranty. (You shall receive confirmation of this in you completion pack after the install in completed and full payment has been received) In the event you need to do a warranty claim for any faulty products Efficient Homes S.E Ltd will liaise with the manufacturer and use all reasonable endeavors to secure a replacement of the product or the part need.





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### Remedial Action

3.1 If you make a valid claim about our service In accordance with the Efficient Homes Terms and Conditions, Efficient S.E Ltd may arrange for the relevant products to be reinstalled by any of Efficient Homes S.E Ltd registered and approved installers or refund the customer for the relevant part of the installation or service (or a proportionate part of such charge,)

### The following Causes/Reasons are not covered under this warranty:

- ✘ Damage caused by negligence, intentional misuse, or failure to properly maintain the work.
- ✘ Damage is caused by condition beyond our control, such as but not limited to act of gods (flood, lightning etc.) War, civil unrest, or government regulation.
- ✘ Any changes or modification to the work performed by anyone other than Efficient Homes S.E Ltd authorised representatives. This can include but not limited to you letting another company come in and for example add a battery this will then in void your workmanship warranty and we shall not be held liable moving forward.
- ✘ Damage caused due to crack, crazing, mold, mildew, or other fungi.
- ✘ Failure of the site be prepared in accordance with our specifications prior to commencing work. This can include but not limited to, excavations not being properly backfilled and compacted, or the site is not adequately drained.
- ✘ This warranty does not cover any costs associated with removal and/or reinstallation of the work.





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### Exemptions

4. This warranty of applies:

4.1 If the products have been installed by an Efficient Homes S.E Ltd registered installer and have been safely used and maintained throughout the warranty period.

4.1.2 If you have informed Efficient Homes S.E Ltd of the alleged defect with the warranty period and within a reasonable period of discovery.

### Claims/General conditions

All the claims under this warranty must be submitted in writing by either letter or email within 5 years from the date of completion.

5.1 The claim should ne accompanied by proof of purchase and must include photographic evidence of the defect in question. The customer must provide all this information and support including access to site and services reasonably necessary to enable Efficient Homes S.E Ltd to evaluate any alleged defect and to fulfil its obligation under this warranty.

5.2 Efficient Homes S.E Ltd must be given a reasonable opportunity to investigate all claims and to remedy the defects found. Subsequently, Efficient Homes S.E Ltd reserves the right to inspect the work in question and determine, in its sole discretion, whether the work is defective and covered under these terms of warranty.

5.4 Customers understand that failure to give timely notice as set out in this clause will void this warranty.





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### Expertise

6.1 Any dispute as to whether a defect is covered by this warranty can be handled by the Renewable Energy Consumer Code's dispute resolution process detailed in section 9.1 of the Renewable Energy Consumer Code.

### Third Party Rights

7.1 When Efficient Homes S.E Ltd has installed a system in a property that is sold within the warranty period the warranty will pass to the new legal owner of the property. It may not be transferred to or exercised by any third party.

### Law

8.1 This warranty is governed by English law and English courts or by the law and courts governing where your property is if this is outside England and Wales.

*If you have any questions/querys regarding our workmanship warranty, please do not hesitate to contact us.*

