

Icarus Electrical & Solar Ltd

Customer Warranty for Installation Services

The Warranty sets out the terms upon which Icarus Electrical & Solar Ltd offers warranty cover for the Products supplied by it to its Customers, and for the installation services provided by Icarus Electrical & Solar Ltd Registered Installers. Terms defined in Icarus Electrical & Solar Ltd.'s Terms and Conditions bear the same meaning when used in this warranty. Your attention is drawn to Icarus Electrical & Solar Ltd.'s Terms and Conditions, which includes provisions relevant to the warranty set out below.

1. Installation services

1.1. Icarus Electrical & Solar Ltd warrants to you that the Installation Services will be performed by the appropriately qualified and trained Icarus Electrical & Solar Ltd Registered Installers using reasonable care and skill, to such high standard of quality as it is reasonable for you to expect.

1.2. The Warranty Period for the Installation Services shall be five years from completion of the Installation Services

2. Remedial Action

2.1. If you make a valid claim about our service in accordance with Icarus Electrical & Solar Ltd.'s Terms and Conditions, Icarus Electrical & Solar Ltd may arrange for the relevant Products to be reinstalled by any Icarus Electrical & Solar Ltd.'s Registered or approved Installers or refund to the Customer the charge for the relevant part of the Installation Service (or a proportionate part of such charge).

3. Exceptions

3.1. This Warranty will only apply:

3.1.1. If the Product has been installed by an Icarus Electrical & Solar Ltd Registered Installer and has been properly used and maintained throughout the Warranty Period.

3.1.2. If you have informed Icarus Electrical & Solar Ltd of the alleged defect within the Warranty Period and within a reasonable period of discovery.

4. General conditions

4.1. You will promptly provide all information and

support including access to site and services reasonably necessary to enable Icarus Electrical & Solar Ltd to evaluate any alleged defect and to perform its obligations under this Warranty.

4.2. You agree that all premises, plant, power, fuel support services and other inputs that you provide for the installation and use of the Products are reasonable, are fit for purpose and will be properly used and provided.

5. Expertise

5.1. Any dispute as to whether a defect is covered by this warranty shall be immediately referred at the request of either party to the REAL Assurance Scheme (REAL) Conciliation Service as detailed in 9.2 of the REAL Consumer Code.

6. Third Party Rights

6.1. When Icarus Electrical & Solar 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.

7. Law

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

8. Manufacturer's Product Warranty

8.1. Most Products supplied by Icarus Solar Installations Ltd come with the benefit of a manufacturer's product guarantee. Where a claim in respect of any of the Products is notified to Icarus Electrical & Solar Ltd by you in accordance with the Icarus Solar Installations Ltd.'s Terms and Conditions, Icarus Electrical & Solar Ltd will liaise with the manufacturer and use all reasonable endeavours to secure a replacement of the Product or the part in question or a refund of the price of the Product (or a proportionate part of the price).

