



Guarantee for SOLARFOCUS biomass boilers

	Standard Warranty	Power Package
	(from date of commissioning or invoice)	(from date of commissioning or invoice)
Declared wear parts ¹	6 months	2 years
Sensors, electric and electronic parts, Burner (Pellettop, Octoplus: only the water-containing part, not the funnel!)	2 years	5 years
Filling chamber (Therminator)	2 years	10 years

Standard warranty:

Within this period end users do not have to pay for wear and tear parts so long as the commissioning protocol was forwarded to TWHC.

Power Package:

Only valid for SOLARFOCUS Service level 4 partners who carried out the commissioning and the annual maintenance of the boiler and who keep and are able to provide complete service records.

If a spare part is needed, the SOLARFOCUS Service partner can purchase it from TWHC at their agreed discount. The maximum amount per operating year² and boiler is **£150 plus transport**, regardless of how many spare parts are purchased.

The guarantee periods start from the commissioning date, therefore the commissioning date must be forwarded to TWHC within 10 days after the commissioning. If the TWHC Installer Partner fails to deliver the commissioning protocol the guarantee starts with the invoice date.

After the expiration of the standard warranty or Power Package (if conditions are fulfilled) TWHC Installer Partner can purchase the spare parts at their agreed discount.

For exchanged wear parts the guarantee period is 6 months from the date of delivery.

For all other exchanged parts the guarantee period is 2 years from the date of delivery.

¹ Declared wear parts: seals, the electric ignition, magnets, Lambda probe, firebricks, funnel, grate, turbulators

² The first operating year starts with the commissioning date or invoice date.

