

Martin Industries Ltd.

Unit 8 . Milton Business Centre . Wick Drive . New Milton . Hampshire . BH25 6RH

Registered in England & Wales Co. No. 05436428

**Pre Installation Survey**

|  |  |
| --- | --- |
| Client Information | |
| Client name | Enter client name |
| Primary contact number | Enter primary number |
| Secondary contact number | Enter secondary number |
| Email address | Enter email address |
| Enquiry date | Click to enter enquiry date |
| Client address | Enter client address |
| Site address | Enter site address |
| System purchased | Choose a system |
| Installation type | Choose an option |
| Main purpose of system | Enter intended purpose |
| Ideal access time | Choose a time of day |
| Interior Information | |
| Type of room | Conservatory, living room, etc. |
| Room size (metres) | Length Width Height |
| Number of windows in room | Choose a number |
| Which floor is the room on? | Ground, first, second etc. |
| Wall type | Cavity wall etc. |
| Wall material | Brick, wood, render etc. |
| What is the aspect of the room? | Choose an aspect |
| How far away will the power outlet be located (metres) from the system? | Distance |
| Will the system be located above a window or door? | Choose an item |
| What will be the approximate distance (metres) between the indoor and outdoor units? | Distance |
| Exterior Information | |
| Type of building the system is to be installed in | Flat, terraced, detached, semidetached etc. |
| Material of the external wall | Brick, render, wood etc. |
| What direction does the wall the external unit will be mounted on face? | Choose a direction |
| Are there any restrictions on installing the external unit on the outside wall? | Detail any possible planning issues |
| Other Requirements | |
| Power requirements/restrictions | Please detail any possible issues with power supply at the site |
| Other special requirements and information | Please detail any other issues or requirements not detailed above |

\* We recommend that the external unit be kept in the shade at all times

I hereby confirm I have read and accepted the attached terms and conditions

Sign here Enter date

Signature Date

**Martin Industries (Services) Ltd - Terms and Conditions for 10 Year Warranty**

‘Customer’ refers to the purchaser of the equipment to be covered under this Extended Warranty.

‘Company’ refers to Martin Industries (Services) Ltd.

Martin Industries (Services) Ltd has no association to the equipment supplier, Air Conditioning Centre. Whereas Air Conditioning Centre provide administration services only to facilitate this Warranty, the Warranty is provided solely and exclusively by Martin Industries (Services) Ltd.

The customer has 30 days from your purchase date to register for this Extended Warranty.   
  
Please allow up to 30 days for your Warranty confirmation to arrive before contacting us, please check your spam/junk email folder.   
  
**Conditions of 10 Year Warranty**

If you have applied for this Warranty online, you will be covered by this Warranty once you have received the confirmation email approving your registration. If you have any queries in the meantime, please contact Customer Services on 0370 3344556 for further assistance.    
  
The appliance that you have bought is of excellent quality and construction. However, we will correct, free of charge, any defects in material or workmanship for a period of Ten Years (the Warranty), subject to the Terms and Conditions as set out below. This Warranty requires that the customer has the system installed and serviced by one of the company’s subcontract F-Gas Registered Engineers: there are charges for installation and for the annual service.  
  
The Company offer to extend the standard 1 year Warranty on your appliance for an additional 9 years free of charge increasing the period of Warranty to a total of 10 years. You will be required to have your system installed by one of the company’s F-Gas Registered Subcontract Engineers for which there is an installation charge. You will also be required to have your system serviced annually (within 30 days of the anniversary of installation or last service) by one of the company’s F-Gas Registered Subcontract Engineers, for which there is an annual servicing charge. The exact charges will be advised to you prior to any work taking place and you can decline or accept at your discretion. If you decline your system will remain with the standard 1 year Warranty until it expires. The annual service charges may vary from time to time due to rising costs in subcontractor fees, travel costs and other unforeseen costs, any changes will be advised prior to each annual service. The charges will not vary any greater than RPI+3% per annum.

To qualify for the promotional Warranty you must register your appliance within 30 days of purchase using the online form at www.airconditioningcentre.com/10yearwarranty. You will be requested to complete your details and to send us a copy of your proof of purchase, Installation Certificate from our Subcontract F-Gas Engineer, plus a Certificate for the Annual Service at each 12 month anniversary after the date of installation. These can be emailed to us at [10yearwarranty@airconditioningcentre.com](mailto:10yearwarranty@airconditioningcentre.com)

On receipt of your proof of purchase we will check the details you have provided including that your product is eligible for the promotional Warranty you have applied and that it has been purchased within the promotional period. You will then be issued with a Martin Industries (Services) Ltd Extended Warranty Certificate in your name. This may take up to 30 days to arrive from the point that we receive your proof of purchase and other documents as detailed above.

**1. The Martin Industries (Services) Ltd Product Warranty:**

- This promotion is only available through Air Conditioning Centre stockists & retailers in England, Scotland, Wales & Isle of Wight, it excludes Northern Ireland and all other UK Islands. Purchases made in other outlets in Northern Ireland and the Republic of Ireland are not included in this promotion and also excludes appliances sold as part of contract developments, auctions or rental agreements. This promotion strictly applies to NEW products only.

- is transferable in the event of a change of ownership, but will not be valid unless Martin Industries (Services) Ltd has provided its written approval.   
- covers services performed only within GB as set out above, excluding ROI and Northern Ireland.   
- requires proof of purchase, installation certificate and proof annual service with application and or for redemption of services under the warranty.   
- is offered as an extra benefit and does not affect your statutory rights.   
- is governed by and in accordance with the laws of England and Wales and each party submits to the jurisdiction of the English Courts. 

**2. Duration**

The Martin Industries (Services) Ltd Product Warranty is effective from the initial purchase date. The company’s standard 1 year Warranty is available on all installed air conditioning systems. Extended warranties must be registered within the 30 day registration period as specified earlier and they extend the period of cover from the original purchase date of the product and not from the Warranty registration date. 

**3. Services**

In addition to the correction of defects in material or workmanship during the Warranty period and subject to exclusions, the Company agrees to bear the complete cost of repair including parts and labour. Any parts replaced during repair shall become the property of the Company and shall be removed from the site and returned to the Company’s premises or disposed of entirely at the discretion of the Company.   
  
If in the opinion of the Company an appliance is beyond economic repair, the Company reserves the right at its sole discretion to provide customers with a new appliance of equivalent specification. If the Company replaces the appliance, the normal Warranty will become invalid and only the remaining extended Warranty shall be valid. 

**4. Exclusions**

The Company will not bear costs for repairs where appliance breakdown is due to the following:

- Non-compliance with safety regulations and / or warnings given in the operating / installation instructions.   
- Faults caused by the user through operating errors or lack of proper care and maintenance.

- Intentional damage by the owner or third parties.   
- Incorrect or poor installation.

- An underpowered system is used in too large a room.

- An incorrect voltage has been applied, poor power supply or incorrectly wired.  
- Faulty repairs or repairs or servicing carried out by parties other than the company or its authorised agents;   
- External influences e.g. weather, transit damage.  
- Replacement parts subject to wear and tear e.g. filters.   
- Glass breakage and defective light bulbs.   
- Visual blemishes such as marks, dents or fading due to sunlight or other light or heat sources.   
- Use of non-approved accessories, care products or spare parts.

- Damage caused by improper cleaning or abrasive cleaners.  
- Damage to accessories e.g. remote control.  
- Accidental damage.

- Unauthorised modifications.

The Company will only bear repair costs carried out by the Company’s network of service technicians or an authorised agent. If, during a service visit, no fault can be found for which the Company is responsible according to this extended warranty, the customer will be invoiced with call-out charges, and labour costs of time on site, minimum 60 minutes in accordance with the Company’s standard labour rates at that time. 

**5. Liability**

The Company shall not be liable for loss of goods, loss of use, or any special, indirect, or pure economic loss, costs, damages to any other property how so ever caused, charges or expenses except for liability that the company are not allowed to exclude by law such as death resulting from negligence by the company or damage incurred as a result of fraud or fraudulent misrepresentation by the Company. 

**6. Cancellation**

You may cancel your extended warranty at any time by giving notice in writing to customerservices@airconditioningcentre.com.   
To receive a full refund on warranties which have been purchased you must cancel within 14 days of receiving your service certificate. A full refund will only be given where no claim has been made under the warranty 

 **7. Product Improvement**

As the Company operates a policy of continual product improvement and technological advancement we reserve the right to change product models and/or specifications/design from time to time without further notice.

**8. Contact**

For queries relating to warranty and warranty or service please contact us by phone on 03703 344 345 or by email at [customerservices@airconditioningcentre.com](mailto:customerservices@airconditioningcentre.com).

The Company reserve the right to amend any or all of these Terms and Conditions and their method of operation or implementation at any time without further notice.