

SoloZone 5-Year Guarantee

At SoloZone, we are committed to designing products that are built to last. That's why every genuine SoloZone heater purchased directly from SoloZone, or an authorised reseller is covered by our **5-Year Manufacturer's Guarantee**.

What Is Covered?

This guarantee covers defects in materials or workmanship that arise during normal domestic use within five years of the original purchase date.

If a covered fault occurs, SoloZone will, at its discretion:

- Repair the product;
- Replace the product with the same or an equivalent model; or
- Provide an appropriate refund where repair or replacement is not practical.

What Is Not Covered?

This guarantee does not cover:

- Accidental damage;
- Misuse, neglect or improper installation;
- Use outside the product's intended purpose;
- Unauthorised modifications or repairs;
- Normal cosmetic wear and tear;
- Damage caused by external events such as fire, flood or power surges.

Making a Claim

To make a claim, please contact:

Email: info@solozone.co.uk

Please provide:

- Proof of purchase;
- Product serial number or remote pairing number;
- A description of the fault;

- Photographs or videos where helpful.

Your Consumer Rights

This guarantee is provided in addition to, and does not affect, your statutory rights under UK consumer protection laws.
