



IHS PRODUCT WARRANTY POLICY

2-YEAR MANUFACTURER WARRANTY

Version 1.0 Effective Date: June 2026

Innovative Heating Solutions Ltd provides a Two-Year Limited Manufacturer Warranty on all products supplied directly by the company.

Products Covered

This warranty applies to:

- CS360® • Clever Coupler® • EcoClean360® • BSM Valves™ • Infinity Loop™ products

Warranty Period

24 months from the original date of purchase.

Proof of purchase must be retained and presented upon request.

What Is Covered

This warranty covers defects arising from:

- Manufacturing faults • Material defects • Workmanship defects

under normal operating conditions and where products have been installed in accordance with the manufacturer's instructions.

What Is Not Covered

This warranty does not cover:

- Incorrect installation • Product misuse • Accidental damage • Negligence • Improper maintenance • Chemical misuse • Freezing damage • Fire or flood damage • Environmental contamination • Normal wear and tear • Unauthorised modifications or repairs • Failure to follow installation instructions

Warranty Claims

To submit a warranty claim, customers must provide:

- Proof of purchase • Product details • Description of fault • Supporting photographs where applicable

Innovative Heating Solutions Ltd reserves the right to inspect products before approving a claim.

Warranty Remedies

Where a valid warranty claim is approved, Innovative Heating Solutions Ltd may, at its sole discretion:

- Repair the product • Replace the product • Provide an equivalent replacement product • Issue a refund

Limitation of Liability

Liability under this warranty shall not exceed the original purchase price of the product.

Innovative Heating Solutions Ltd shall not be liable for any indirect, consequential or incidental losses arising from product failure.

Statutory Rights

This warranty is provided in addition to and does not affect your statutory rights under applicable consumer protection legislation.

Contact

For warranty enquiries:

info@innovativeheatingsolutions.co.uk

www.innovativeheatingsolutions.co.uk