

FuturEnergy Warranty

Our products carry a standard one year limited product warranty to the original purchaser beginning on the date of purchase against defects in parts or workmanship unless otherwise specified. The warranty covers replacement of faulty parts.

A two year limited product warranty is available to customers who register their product with FuturEnergy. Registration must take place within one month from purchase, which extends the standard 12 months warranty by a further 12 months. Please complete the enclosed product registration card and mail to Futureenergy. There is no additional charge for this extended warranty offer.

Some of our products may (subject to contract) be warranted for a longer period on a product by product basis and will be usually subject to a valid maintenance contract with FuturEnergy Ltd or our nominated supplier.

In the event of a part failure due to faulty parts or workmanship, the part will be replaced free of charge during the warranty period only. A replacement part assumes the remaining warranty of the original part or ninety (90) days from the date of replacement, whichever provides longer coverage for you. When a part is exchanged, any replacement item becomes your property and the replaced item becomes FuturEnergy property.

FuturEnergy cannot be held liable for damage due to alterations outside of the original product specification.

FuturEnergy may refund the shipping if the item(s) have failed due to faulty workmanship or materials. Alternatively, the customer may visit our premises by arrangement to exchange the faulty unit. If the item(s) has failed due to wear and tear, misuse or damage, no refund will be issued.

No exchange will be given without the return of the original part, this does not affect your statutory rights.

Please note faulty goods will not be exchanged until authorization has been given from the sales team. Product serial numbers must be provided in all correspondence.

This warranty has specific exclusions:

Registered in England No. 05583557
VAT GB 125 4019 46



Warranty Exclusions

Accidental damage or damage due to abuse, misuse or vandalism.

Damage caused to wind turbines and electronics by exposure to high winds, or gusts exceeding the maximum design speed of the turbine. FuturEnergy turbines are specifically designed for high output at low wind speed. In locations with high wind speeds customers are advised to monitor weather forecasts, and shut down the turbine in anticipation rather than in reaction to the winds. Use of these wind turbines in coastal areas or use in other high-wind areas is at the customer's risk only.

Damage caused to electrical components by disconnecting any component during operation. Disconnection of the inverter, batteries, charge controller or turbine whilst any component is powered/delivering power can cause irreversible damage.

The warranty is automatically invalidated if any part of a system is modified (even if the modified part is not the component that has failed), unless prior agreement is obtained in writing from FuturEnergy Ltd.

Damage caused to the wind turbine or blades by over-spinning when running without suitable load or battery connected.

Damage caused to wind turbine by out-of-balance hub/blades. The responsibility of balancing the blades lies with the installer. The Blade / Hub assembly must be balanced in accordance with the instructions before attaching to the turbine body.

Failure to service and maintain the system in accordance with the recommended maintenance schedule.

Applying paint or other coatings to the blade surfaces. This weakens the structure of the blades and will cause failure / breakage.

Damage caused to wind turbine components due to abrasion by particles carried by the wind.

No liability is accepted for any damage caused to persons or property as a result of failure to follow product safety instructions, misuse, or as a result of alternative installation methods, fixings or applications outside of those set by FuturEnergy.

FuturEnergy denies any liability for damage to any other equipment that may be used in conjunction with our products unless it can be demonstrated that our equipment is at fault. If in doubt please consult us beforehand.

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Damage to batteries due to excessive deep discharge, short-circuiting, excessively high load, excessive charging, loss of electrolyte, failure to maintain electrolyte level, topping up using fluid other than distilled or deionised water or any weather condition outside of the manufacturer's specification for battery use.

All machinery and equipment supplied by FuturEnergy, and wind turbines in particular, should be operated at a safe distance from individuals and property. If you are unsure of the acceptable safe distance, please consult us before setting up the equipment.

The turbine should not be erected where tower or turbine failure can cause the machinery to fall onto individuals or property. When the wind turbine is operating, no personnel should come within a distance equivalent to twice the tower height for safety reasons. Any injury caused by failing to heed these warnings will not be the liability of FuturEnergy.

Step by step procedure for reporting faulty goods

1. Report the fault in writing to technical@futureenergy.co.uk or by telephone on +44 (0) 1789 450280
2. When contacting us regarding a fault the below information is required:
 - Description of fault (please provide photos where possible to assist with fault diagnosis)
 - Contact name
 - Address
 - Email address
 - Contact telephone number
 - Date of purchase
 - Original sales invoice (a receipt or proof of purchase is needed for all returns)
 - Date of installation
 - Turbine site location
 - 4 digit serial number (available on the test certificate provided with the turbine or alternatively on the bracket which connects the main body to the tail assembly)

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3. Once assessed we will determine the best way to resolve the fault. FuturEnergy will provide a unique RMA (Return Material Authorisation) number if the fault falls within the parameters of our returns policy.

4. If a component is faulty the company's liability shall be limited to, at the company's discretion, sending a spare part, replacing the goods, refunding the price of the goods or offering an exchange.

5. If the fault cannot be resolved by sending a spare part the goods will need to be returned to us for inspection and testing. If you are advised to return the faulty product for inspection where possible send the item back in it's original packaging (or equivalent) to prevent further damage. We cannot be held responsible for additional damage to returned items if goods are not adequately packaged.

Please arrange shipment of returned goods clearly showing the RMA number provided.

Shipping Address:

FuturEnergy Ltd, Ettington Park, Stratford-Upon-Avon, Warwickshire, CV37 8BT

6. If testing proves the fault occurred for any other reason other than faulty manufacturing the component will be returned to you and outbound postage charges will apply. This will be done within 30 days from Futureenergy receiving the faulty goods.

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