

VOLT VANS

Warranty & Installation Terms

Version 2.0 | January 2026

Our Commitment to You

We stand behind every installation we carry out. If something isn't right, we want to know about it and resolve it quickly and fairly. These terms explain what is covered, how to make a claim, and what we each need to do to keep your system running at its best.

1. Warranty Overview

- 1.1 Volt Vans provides a 12-month warranty on all installations, commencing on the date of completion.
- 1.2 This warranty covers faults directly related to installation workmanship and supplied components, subject to manufacturer warranties where applicable.
- 1.3 The warranty period commences on the date of the invoice or the date of job completion, whichever is the earlier.

2. What Is Covered

- 2.1 Faults arising from incorrect installation.
- 2.2 Defects in workmanship.
- 2.3 Supplied components found to be faulty, subject to the relevant manufacturer's terms.

3. What Is Not Covered

- 3.1 General wear and tear through normal use.
- 3.2 Misuse, neglect, or improper operation of the system.
- 3.3 Damage caused by third-party modifications, repairs, or unauthorised work.
- 3.4 Faults unrelated to the original installation.
- 3.5 Consumable items, unless found to be faulty at the point of installation.
- 3.6 Damage resulting from failure to follow the usage and safety guidance provided at installation.

4. Warranty Process

- 4.1 Customers must notify Volt Vans of any fault within 30 days of first identifying it. Notification should be made in writing (email is acceptable) and should include a description of the issue and, where possible, photographs or supporting evidence.
- 4.2 Volt Vans will acknowledge receipt of a warranty claim within 3 working days and will confirm a proposed course of action within 5 working days.
- 4.3 Volt Vans must be given a reasonable opportunity to inspect and repair the issue. Failure to allow this may invalidate the warranty.
- 4.4 All warranty work must be carried out by Volt Vans. Work undertaken by third parties without prior written consent from Volt Vans will void the warranty.
- 4.5 Customers will receive written confirmation of all warranty work completed, including a description of the fault, the remedy applied, and any impact on the remaining warranty period.

5. Location of Warranty Work

5.1 All warranty inspections, diagnostics, and repairs are carried out at our workshop address.

5.2 This is required due to the need for specialist tools, controlled working conditions, and appropriate testing equipment.

5.3 Customers are responsible for returning the vehicle to Volt Vans for warranty work.

6. Mobile Warranty Work

6.1 Mobile warranty visits may be offered at the discretion of Volt Vans where the nature of the fault makes this practicable.

6.2 Where mobile visits are agreed, travel time and costs will be confirmed to the customer in writing before the visit takes place. Customers are under no obligation to proceed on that basis.

6.3 Not all repairs can be carried out on a mobile basis. Volt Vans will advise if a workshop visit is required.

7. Repair Timeframes

7.1 Volt Vans will aim to complete all warranty work within 10 working days of the vehicle being received, subject to parts availability and the complexity of the fault.

7.2 Some systems require extended diagnostic and repair periods. Customers will be kept informed of progress where repairs are expected to take longer than the standard timeframe.

7.3 Battery systems in particular may require monitoring, testing, or balancing over 24–48 hours or longer. Such processes cannot be rushed or completed in unsuitable environments.

8. Electrical System Use

8.1 All electrical systems installed by Volt Vans are designed and rated for leisure use only.

8.2 Volt Vans does not guarantee uninterrupted power under all conditions. System performance may be affected by weather, solar input, battery condition, and power consumption.

8.3 Customers are responsible for operating the system within its intended limits and following all guidance provided at the time of installation.

8.4 Volt Vans is not responsible for issues caused by overuse, over-discharge, or failure to monitor system performance.

9. Limitation of Liability

9.1 Volt Vans' liability under this warranty is limited strictly to the repair or replacement of faulty workmanship or components.

9.2 Volt Vans shall not be liable for any indirect or consequential losses arising from a system fault, including but not limited to:

- Cancelled or disrupted holidays
- Travel or accommodation costs
- Loss of bookings or income
- Loss of enjoyment or inconvenience

9.3 Nothing in these terms limits or excludes Volt Vans' liability for death or personal injury caused by its own negligence, or for any other liability that cannot be excluded by law under the Consumer Rights Act 2015 or applicable legislation.

10. Unavailability of Replacement Components

10.1 In the event that a faulty component is no longer available, Volt Vans will offer one of the following remedies at its reasonable discretion:

- Replacement with an equivalent or superior component of comparable specification;
- A partial refund reflecting the value of the faulty component where no suitable alternative exists.

10.2 Volt Vans will discuss the available options with the customer before proceeding.

11. Non-Critical Use Disclaimer

11.1 Installed systems are intended for leisure purposes only.

11.2 They must not be relied upon for critical, medical, or life-dependent applications under any circumstances.

12. Diesel Heater Installations

12.1 Diesel heaters are installed for comfort and leisure use only and must not be relied upon as the sole source of heat in extreme conditions.

12.2 Customers are responsible for operating the heater in accordance with the manufacturer's guidelines, including requirements for adequate ventilation at all times.

12.3 Diesel heaters require regular use and periodic servicing to maintain safe and reliable operation.

12.4 The warranty does not cover issues caused by:

- Poor fuel quality
- Carbon build-up resulting from infrequent use or incorrect operation
- Lack of servicing
- Failure to follow manufacturer guidelines

12.5 Customers must ensure that a working carbon monoxide alarm is installed and maintained in the vehicle at all times. Volt Vans accepts no liability for loss or injury resulting from misuse or failure to follow safety guidance.

13. Customer Responsibilities

13.1 Provide reasonable access to the vehicle for inspection and repair within an agreed timeframe.

13.2 Notify Volt Vans of faults promptly and in accordance with Section 4.1.

13.3 Allow Volt Vans a fair opportunity to diagnose and resolve any issue before seeking third-party assistance.

13.4 Follow all usage, maintenance, and safety guidance provided at the time of installation.

14. Disputes

14.1 In the event of a disagreement regarding a warranty claim, customers are encouraged to contact Volt Vans in writing to explain their concerns. We will aim to respond within 5 working days with a proposed resolution.

14.2 If a dispute cannot be resolved through direct communication, either party may seek independent mediation or refer the matter to an appropriate alternative dispute resolution (ADR) scheme.

14.3 These terms do not affect your statutory rights as a consumer under applicable UK law.

15. Data Protection

15.1 Volt Vans will hold and process customer data in accordance with applicable data protection legislation, including the UK GDPR.

15.2 Customer data is used solely for the purpose of managing installations, warranty records, and related communications. Full details are available in our Privacy Policy.

16. Governing Law

16.1 These terms are governed by the laws of England and Wales. Any disputes arising shall be subject to the exclusive jurisdiction of the courts of England and Wales.

17. Agreement to Terms

17.1 Agreement to these terms is made upon payment of a deposit or, where no deposit is taken, upon payment of the installation invoice. By making such payment, the customer confirms they have read, understood, and agreed to these terms.

17.2 The customer acknowledges their responsibility for the safe use and maintenance of the installed systems in accordance with the guidance provided.