

Design and Workmanship Guarantee

Domestic solar PV and battery storage installations

Guarantee wording. Version 2.0, October 2026. Applies to all domestic solar PV and battery storage installations commissioned by Zephyr Tech Ltd on or after 1 October 2026.

COMPANY NO.
15196103

VAT NO.
467 0112 12

MCS CERTIFICATION
NAP/83337/26/1 (NAPIT)

RECC MEMBERSHIP
00080367

5 years

design and workmanship guarantee
from the Commissioning Date

6 years

insurance-backed protection if we
cease trading

MCS & RECC

certified installer, Renewable Energy
Consumer Code member

Version 2.0 · October 2026

Introduction

This document sets out the guarantee that Zephyr Tech Ltd gives on the design and workmanship of every domestic solar PV and battery storage installation it carries out. It is issued in accordance with the Installer Operating Requirements of the Microgeneration Certification Scheme (MCS). Please read it together with your Proposal, your Installation Agreement, our Terms & Conditions, your MCS installation certificate and the manufacturers' warranty documents in your handover pack. This guarantee is in addition to the manufacturers' warranties and to your rights under the Consumer Rights Act 2015, and does not reduce either.

1. Definitions

Words shown in bold have the following meanings wherever they appear in this guarantee.

Term	Meaning
We, Us, Our	Zephyr Tech Ltd.
You, Your	The person named as the customer in the Installation Agreement, and any subsequent owner of the Property to whom this guarantee has transferred under section 7.
Property	The domestic dwelling at which the Installation was carried out, as stated on the MCS Certificate.
Installation	The solar PV and/or battery storage system designed, supplied, installed and commissioned by Us at the Property, as described in the Proposal and recorded on the MCS Certificate, including the mounting system, cabling, protective devices, inverter, battery and associated equipment installed by Us.
MCS Certificate	The installation certificate for the Installation registered by Us on the MCS Installations Database.
MCS Standards	The MCS installation standards applying to the Installation, being MIS 3002 (solar PV) and MIS 3012 (battery storage), together with BS 7671 (IET Wiring Regulations) and the manufacturers' installation instructions.
Commissioning Date	The commissioning date recorded on the MCS Certificate.
Guarantee Period	The period of 5 years beginning on the Commissioning Date.
Design Defect	A material deficiency in the specification, sizing or configuration of the Installation, attributable to Us, which means the Installation does not comply with the MCS Standards or does not perform the function it was designed to perform.
Workmanship Defect	A physical fault or error in the Installation attributable to a failure in the skill or application of Our installers or subcontractors, or to a failure to install in accordance with the MCS Standards, which means the Installation does not perform the function it was designed to perform.
Defect	A Design Defect or a Workmanship Defect.

Product Fault	A fault in a manufactured item forming part of the Installation (including panels, inverters, batteries, optimisers, isolators and monitoring devices) that is not caused by a Defect.
Proposal	The written proposal and quotation issued by Us on which the Installation Agreement is based.
Terms & Conditions	Our Terms & Conditions enclosed with the Proposal.

2. What We guarantee

- 2.1 We guarantee that, throughout the Guarantee Period, the Installation will be free from Defects.
- 2.2 If a Defect appears during the Guarantee Period and You notify Us in accordance with section 6, We will, at Our option and at no cost to You, repair or rectify the Defect, including all labour and materials needed to do so, so that the Installation complies with the MCS Standards and performs the function it was designed to perform.
- 2.3 We will also repair any damage to the Property that is directly caused by the Defect.
- 2.4 Remedial work will be carried out within a reasonable time. Where a Defect presents a risk to safety, or leaves the Property without electricity, We will treat it as a priority.
- 2.5 For the avoidance of doubt, the Installation includes the mounting system, fixings and roof penetrations made by Us and their weatherproofing; the DC and AC cabling, connectors, containment, isolators and protective devices; the installation of the inverter, battery and associated equipment; earthing and bonding; and the commissioning, testing and settings applied at handover.

3. What is not covered

This guarantee does not cover:

- Product Faults. These are covered by the manufacturers' warranties and by Your statutory rights, and are dealt with under section 5.
- Any loss, damage or fault caused by alteration, repair, relocation or interference with the Installation by anyone other than Us or a contractor approved by Us in writing, or by equipment connected to the Installation by others.
- Any fault caused by a failure to carry out the maintenance set out in the handover pack, where that failure caused the fault.
- Any shortfall in generation, self-consumption, savings or export income against the estimates in the Proposal. Those estimates are given in accordance with MCS 032 as guidance only and are not a guarantee of performance.
- The effect of changes after the Commissioning Date in shading, the grid supply, network operator export limits, tariffs or Your pattern of electricity use.
- Loss or damage caused by lightning, fire, explosion, storm, flood, subsidence, theft, vandalism, animals, accidental damage or any other event normally insurable under a household policy, whether or not such insurance is in force.

- Fair wear and tear, and cosmetic deterioration or discolouration that does not affect the function of the Installation.
- Internet, router, Wi-Fi and monitoring platform connectivity, which is dealt with in section 12.3 of the Terms & Conditions.
- Defects in the roof, structure or existing electrical installation of the Property that existed before the Installation and that We could not reasonably have identified at survey or installation, and any part of the Property on which We did not work.
- Consumable items, and routine servicing or cleaning.
- Any indirect or consequential loss, including loss of income, except as provided in section 2.3 or as required by law.

4. Conditions

- 4.1 This guarantee applies only where the Installation was carried out under a contract between You (or a previous owner of the Property) and Us, and the contract price has been paid in full.
- 4.2 You must notify Us of a suspected Defect as soon as reasonably practicable after becoming aware of it, and take reasonable steps to prevent further damage, including isolating the Installation if it appears unsafe.
- 4.3 You must give Us reasonable access to the Property and the Installation to investigate and carry out remedial work.
- 4.4 You must not arrange for anyone else to carry out remedial work to the Installation without Our prior written agreement, except emergency work needed to make the Property safe. We will not reimburse the cost of work carried out by others without that agreement.
- 4.5 If a site visit requested under this guarantee finds that the cause is not a Defect, Our standard call-out charges set out in section 12.2 of the Terms & Conditions apply. We will tell You this before attending.

5. Product Faults and manufacturers' warranties

- 5.1 The manufacturers' warranties for the equipment in the Installation are listed in the Proposal and in the manufacturers' documents in the handover pack, and run on the manufacturers' terms.
- 5.2 If You suspect a Product Fault, contact Us first. We will diagnose the fault, manage the warranty claim with the manufacturer and carry out the repair or replacement.
- 5.3 Where the Product Fault is one for which We are responsible under the Consumer Rights Act 2015, there is no charge. Where the manufacturer's warranty covers replacement parts only and the fault is not one for which We are responsible, We will tell You the labour and delivery charges before attending and will proceed only with Your agreement.
- 5.4 Some manufacturers' warranties require the equipment to be registered or to remain connected to the internet. The handover pack tells You if anything is required from You.

6. How to make a claim

- 6.1 Contact Us at sales@zephyrtech.uk or on 01323 576 762, giving the Property address, a description of the problem and, where possible, photographs or a screenshot from the monitoring app.
- 6.2 We will acknowledge Your claim within 2 working days and, where possible, diagnose the fault remotely before arranging a site visit.
- 6.3 Site visits take place during Our normal working hours, Monday to Friday 08:00 to 17:00, excluding bank holidays. We do not operate an out-of-hours service, but will do what We reasonably can to help outside those hours depending on the nature of the fault and the availability of Our electricians.

7. Transfer to a new owner

- 7.1 This guarantee attaches to the Installation and transfers automatically, for the remainder of the Guarantee Period, to any person who becomes the owner of the Property. No registration is required, but We may ask the new owner for evidence of the Commissioning Date, such as the MCS Certificate.
- 7.2 Please pass this guarantee, the MCS Certificate and the handover pack to the new owner when the Property is sold.

8. Financial protection if We cease trading

- 8.1 As required by the MCS scheme, We purchase for every domestic Installation, at no cost to You, QANW Small-Scale Renewable Energy System Warranty Insurance, underwritten by Hadron UK Insurance Company Limited. The policy documents are sent to You directly by QANW within a short time of the MCS Certificate being registered.
- 8.2 The policy covers the cost of rectifying a Defect, and resulting damage to the Property, if We have ceased trading, or if We fail to carry out remediation ordered through the MCS complaints and dispute resolution process. Cover runs for 6 years from the Commissioning Date, is limited to 125% of the contract value, carries an excess of £100 per claim, and transfers to a new owner of the Property. Full terms are in the policy document.
- 8.3 To claim under the policy, contact QANW on 01292 268020 or at www.qanw.co.uk, quoting Your policy number. You may decline this cover by telling Us in writing before installation.

9. Complaints and disputes

- 9.1 If You believe We have not honoured this guarantee, please tell Us. We will acknowledge Your complaint within 2 working days and give You a full written response within 14 days.
- 9.2 If You remain dissatisfied, You may refer the matter to the MCS complaints process (mcscertified.com, 0333 103 8130) and then to the MCS Alternative Dispute Resolution service provided by the Dispute Resolution Ombudsman (www.fhio.org), which is free to You and binding on Us. While We remain a member of the Renewable Energy Consumer Code, You may alternatively use RECC's appointed provider, Green Homes Dispute Resolution (www.ghdr.org.uk).

10. General

- 10.1 This guarantee is given by Zephyr Tech Ltd and may be relied on only by You as defined above.
- 10.2 Nothing in this guarantee limits or excludes Our liability for death or personal injury caused by negligence, for fraud, or for any matter for which liability cannot be limited by law, and nothing in it reduces Your rights under the Consumer Rights Act 2015.
- 10.3 This guarantee is governed by the laws of England and Wales.
- 10.4 We may issue updated versions of this wording for future installations. The version that applies to Your Installation is the version in force on the Commissioning Date, as stated in Your handover pack.