



## Safety, Regulatory and Warranty

### Important Information

Thank you for purchasing your climote HUB. This leaflet contains important safety, regulatory and warranty information. Please read it carefully before using your climote product.



#### Safety

The climote HUB is mains powered and designed for fixed installation. It must be fitted by a registered electrical contractor in accordance with the Installation Guide and all applicable local standards. It has no user serviceable parts.

#### Fitting

The climote HUB must be fitted in an indoor location that is not subject to moisture or condensation.

#### The climote HUB must not be fitted:

- Where it may interfere with other electronic devices in environments such as hospitals, airports, aircraft, etc.
- Where there is risk of explosion such as gasoline stations, oil refineries, etc.

#### Environmental Information

##### Disposal

The climote HUB falls under the WEEE Directive 2002/96/EC and should not be disposed of in the normal waste stream. Instead, it should be recycled at an approved WEEE facility. We will take back your existing heating controller on a one-to-one basis at the time of installation. The climote HUB has a non-user-serviceable battery. Please do not attempt to change the battery yourself. Instead, contact climote Customer Care for repair or replacement information.



#### Regulatory

The climote HUB conforms to BS EN 67030-1: 2001 and BS EN 67030-2-7.

It meets the following European directives:

- Electromagnetic Compatibility Directive 2004/108/EC
- Low Voltage Directive (LVD) 2006/95/EC

The climote HUB provides Electric Shock Protection to Class II. The climote HUB is completely protected by its enclosure. If there is any sign of damage to the enclosure, please isolate from mains immediately and contact your supplier.

## 2-year Limited Warranty

climote warrants to the original end-customer that this product, excluding battery and mobile SIM card, will be free from defects in workmanship or materials under normal use and service, for a period of two (2) years from the date of purchase by the consumer. If at any time during the warranty period the product malfunctions or is determined to be defective climote will repair or replace it (at climote's option) without charge. climote may, at its option, use new or refurbished or used parts in good working condition to repair or replace any hardware product. Any replacement hardware product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. Shipping and handling charges may apply.

If the product is defective,

- i) return it with dated proof of purchase to the place from which you purchased it; or
- ii) call climote Customer Care, who will determine whether the product should be returned to Smarthomes at the current Return Goods Address or whether a replacement product will be sent to you.

This warranty does not cover removal or re-installation costs.

This warranty will not apply if it is shown by climote that the defect or malfunction was caused by damage which occurred while the product was in the possession of the consumer through:

- i) accident, abuse, or misapplication; or
- ii) any unauthorised repair, modification or disassembly; or
- iii) improper operation, maintenance or usage not in accordance with product instructions; or
- iv) connection to improper voltage supply.

Beside submitting a warranty claim, we recommend you visit the support section at **[www.climote.com](http://www.climote.com)** for technical assistance. Return addresses and climote Customer Care contact information can be found in the documentation accompanying your product and on the web at **[www.climote.com](http://www.climote.com)**.

climote's sole responsibility shall be to repair or replace the product within the terms stated above. CLIMOTE SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE OF ANY KIND, INCLUDING ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING, DIRECTLY OR INDIRECTLY, FROM ANY BREACH OF ANY WARRANTY, EXPRESS OR IMPLIED, OR ANY OTHER FAILURE OF THIS PRODUCT.

THIS WARRANTY IS THE ONLY EXPRESS WARRANTY CLIMOTE MAKES ON THIS PRODUCT. THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IS HEREBY LIMITED TO THE TWO-YEAR DURATION OF THIS WARRANTY.

Except where prohibited by applicable law, this warranty is non-transferable and is limited to the original purchaser. This warranty gives you specific legal rights and you may also have other statutory rights that vary under local laws.

If you have any questions concerning this warranty please write or email to climote Customer Care, or call **+353 (0)42 939 5020**.