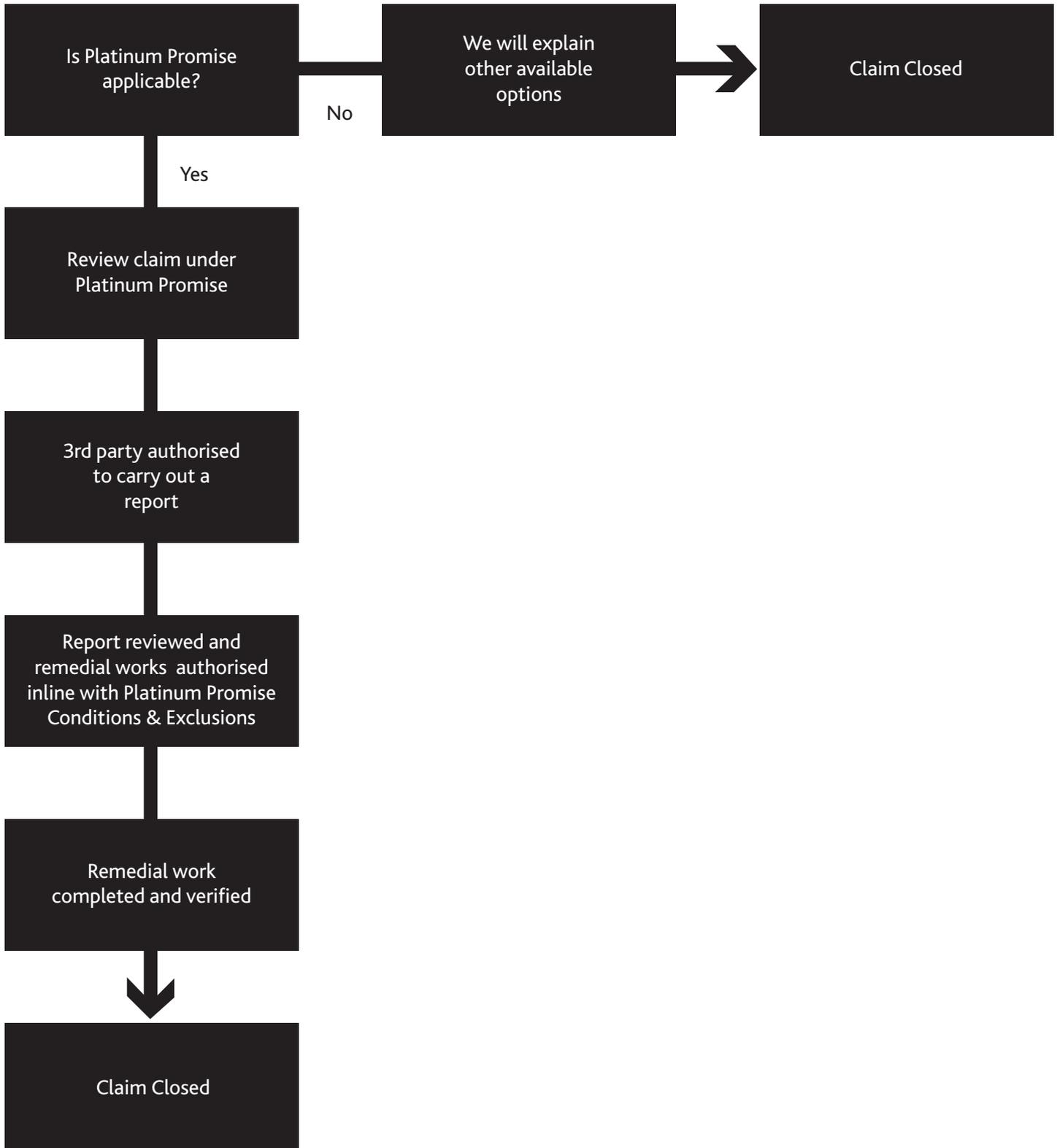


# **PLATINUM PROMISE**

## **PROCESS**



# **PLATINUM PROMISE**

## **CONDITIONS & EXCLUSIONS**

The Platinum Promise is subject to the following conditions & exclusions:

1. If the work is older than six years
2. If there is insufficient evidence to determine fault
3. If other warranties or complaint processes supersede those of NICEIC or ELECSA
4. The cost of rectifying any consequential damage associated with the claim
5. The cost of rectifying any work or elements of work which fall beyond the activities for which the installer was registered with NICEIC or ELECSA (scope of certification) at the time of installation
6. Any reduction in value or loss of enjoyment use, income, profit or opportunity inconvenience distress or any other kind of consequential or economic loss
7. Any breakdown failure or inefficiency of machinery, boilers, computers or any other equipment/products
8. Rectification of work required due to the use of defective, or inappropriate materials which were correctly installed
9. That part of any claim where NICEIC's or ELECSA's right of recovery is restricted by any contract
10. The cost of routine maintenance overhaul or modification or loss or damage arising therefrom
11. Loss caused by fair wear and tear, sunlight, storm or deterioration due to neglect in maintenance, shrinkage, dampness or condensation due to normal drying out or attributable to any central heating installation a non-existent or ineffective damp-proof course
12. Any loss liability damage or defect caused by any peril capable of being insured under a commercial liability property household or similar policy of insurance whether or not such insurance is effective or in force at the time
13. Any loss destruction damage liability or expense of whatsoever nature arising directly or indirectly from or in connection with war, terrorism, nuclear or radioactive contamination risks
14. NICEIC or ELECSA are required to appoint all 3rd parties to conduct remedial works, claims cannot be made retrospectively unless prior agreement in writing has been obtained
15. NICEIC & ELECSA will not complete unfinished contracted work
16. Access must be provided by the claimant in a reasonable time frame. Should this not be granted we reserve the right to reject the claim
17. You must notify us in advance of any other claims being pursued in conjunction with Platinum Promise
18. In relation to an MCS installation, a MCS commissioning certificate must be provided before a claim can be accepted
19. NICEIC & Elecsa reserve the right to refuse to accept a claim at our discretion

If you are unsatisfied with our handling of the claim once a final decision has been determined, you can write to us at our head office address.