

iCO® Returns & Warranty Policy

iCO® is committed to quality, reliability and excellent customer satisfaction. iCO® remains committed to consistently applying and continuously improving the quality management system according to ISO 9001. This policy outlines the warranty coverage available for iCO® products and explains how to return goods if necessary.

If you have any questions, please contact:

- warehouse@ico-products.com (returns)
- enquiries@ico-products.com (general warranty queries)

1. Faulty Goods

Unless otherwise stated, iCO® products carry a **12-month warranty** from the date of despatch. This covers repair or replacement of any item where failure is due to a manufacturing or component defect.

Reasonable return shipping costs will be covered by iCO® (mainland UK only) where the proper return process has been followed.

Products must be installed and commissioned in accordance with the iCO® DIOM manual by a trained technician. Any products installed outside of our recommendations or by untrained or unapproved installers will have no warranty regardless of the fault.

2. Extended Two-Year Warranty (Installer-Registered)

From November 2025, iCO® offers an extended two-year warranty on new pump units when the installation is registered by the installer using the iCO® Warranty Registration Portal.

- Registration must be completed by the installer at the time of commissioning, no later than 60 days from despatch.
- If approved, the warranty will commence from the date of commissioning.
- Installers must provide the following details for the system.
 - Installation postcode,
 - Domestic or Residential Category
 - Single or Twin pump configuration
 - Pump Serial numbers,
 - Commissioning date.

Only pumps registered through the system qualify for the extended two-year warranty (24 months from installation).

Unregistered pumps remain covered by the standard 12-month warranty.

Warranties are non-transferable and apply only to installations completed by approved and trained iCO® installers.

If you need to verify a pump's warranty status, please use the Warranty Check tool on our website or contact enquiries@ico-products.com with the pump serial number.

3. Return of Unused Goods and Cancellations

Any returns from businesses are at our sole discretion. They must be within a 14-day period from when the goods were despatched. All returns must be requested in advance.

In all cases iCO Products Ltd reserves the right to refuse to re-purchase Goods.

If you wish to cancel an order before the goods have been despatched, please contact us by email and we will do our best to cancel the order without financial penalty. However, depending on the stage of manufacture and packing, any costs incurred by the Company may be passed on to you up to the full value of your order (Excluding Delivery Costs).

If we approve the return, upon receipt and inspection of the goods, funds will be added to the Customer's Account Funds equal to the full amount of the returned goods excluding any shipping costs. In addition, Pump and Nozzle returns are always subject to a minimum restocking fee of 10%.

In exceptional circumstances, a refund can be requested. If agreed, upon receipt and inspection of the goods, the refund will be returned to the original payment source minus a 15% restocking and administration fee and any shipping costs.

We aim to process your refund within 5 working days of accepting your return. However please allow up to 14 days for inspection and restocking and for the refund to be processed through the banks etc.

Exempt from returns are the following:

- Items despatched over 14 days ago.
- Used items.
- Items not in the original condition in which we sold them. This includes but is not limited to; any marks, scratches, dents, water damage, etc.
- Items not in original packaging.
- Built to Order or Personalised Items, i.e. custom painted nozzles.
- Discontinued and sale items.

4. Pump Returns – Step-by-Step Process

To prevent unnecessary returns, downtime, and cost, please follow the Pump Checklist below before returning any unit.

Pump Checklist (Fix on Site First)

1. Confirm there is a power supply to the pump.
2. Confirm there is a suitable water supply to the pump.
3. Check the battery is inserted correctly.
4. Review the latest version of “PCB Messages & Errors” in the DIOM.
5. If electrical parts show an error, disconnect from the PCB and test with a multimeter.
6. Contact the iCO® warehouse for recommendations and provide photographs or a short video.

Field Repairs Using Installer Stock (In-Warranty)

If parts from your stock are used to repair an in-warranty pump, replacement parts will be despatched free of charge upon request (complete returns form).

If Return Is Still Required

1. Complete the Online Return Form (located in the distributor area) with customer and pump details.
2. Pack securely and send to: iCO Products Ltd, Unit 9, Cordwallis Business Park, Clivemont Road, Maidenhead, SL6 7BU.
3. Allow up to 10 working days for inspection and report.
4. For out-of-warranty repairs, a quote will be emailed and work will commence once paid.
5. Allow a further 10 working days for repairs and despatch.
6. The warehouse team will notify you once repairs are complete to arrange delivery or collection.

Important Notes:

- To maintain the warranty all pump serial number labels must be visible and untampered.
- Any use of non-iCO® spares or modifications (e.g. drilled drip tray) voids warranty.
- For in-warranty pumps, iCO® will arrange collection and delivery free of charge (mainland UK only).
- For out of warranty pumps, iCO® can arrange collection and delivery- this will be reflected in the quote for repair.

5. Shipping Instructions

All authorised returns should be sent to:

iCO Products Ltd

Unit 9 Cordwallis Business Park

Clivemont Road,

Maidenhead

SL6 7BU UK

Customers are responsible for shipping costs unless agreed otherwise.

For high-value returns (£75 +), use a trackable and insured shipping method.

6. Storage, Preservation & Disposal of Third-Party Property

iCO® may temporarily hold customer-owned equipment, returned products, or other third-party property as part of the inspection, repair, or warranty process. All such items are managed in accordance with the iCO® Control of Third-Party Property Procedure.

Upon receipt, all items are inspected for visible damage and clearly labelled with the customer's name, date of receipt, and relevant RMA or work-order reference. Third-party property is stored in a designated secure area and preserved to prevent deterioration, loss, or accidental damage.

While held by iCO®, third-party property is handled with the same level of care as iCO-owned materials.

If third-party property remains uncollected, or if the customer does not provide instruction following inspection or repair, iCO® will make reasonable attempts to contact the owner. If no response is received within six (6) months from the final communication, iCO® may request written instruction or dispose of the property in accordance with the Disposal of Third-Party Property process.

Any return shipping, disposal costs, or handling fees related to third-party property will be applied in line with this Returns & Warranty Policy and must be covered by the customer unless otherwise agreed in writing.