

Levelise Hub 2 – Manufacturer's Limited Warranty

Effective Date: September 2026

1. Covered Product

This warranty applies to the Levelise Hub 2, model LEV0002 ("Hub 2").

2. Warranty Duration

Levelise Limited ("we", "us", or "our") warrants that your Hub 2 will be free from material defects in workmanship and materials for two (2) years from the date of first installation.

This warranty is subject to the exclusions and limitations detailed below. It is in addition to your statutory rights under UK law, including the Consumer Rights Act 2015. Nothing in this warranty limits or excludes those rights.

3. Warranty Remedies

If your Hub 2 is found to be defective by us during the warranty period, we will:

- Repair your Hub 2 using new or refurbished parts (including software updates);
- Replace your Hub 2 with a new or refurbished equivalent; or
- Refund the current market value of an equivalent product.

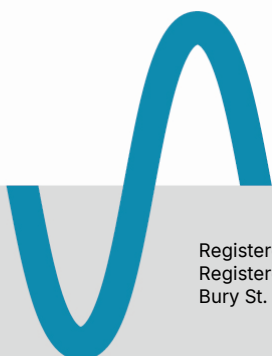
4. Eligibility Criteria

This warranty applies only if all the following conditions are met:

- Your Hub 2 was purchased from a Levelise-approved UK reseller, distributor, or installer;
- Your Hub 2 was installed in the UK by an installer approved by us at the time of installation;
- Your Hub 2 has been registered with Levelise within thirty (30) days of successful first installation, commissioning and connection to the internet in accordance with the installation guidance provided;
- You have taken reasonable steps to keep your Hub 2 connected to and reachable via the internet so that software updates can be applied. A loss of connectivity will not by itself invalidate this warranty; and
- Your Hub 2 bears an original, untampered security seal and product label.

5. Who Can Claim

Claims may be made by the end-user who first purchased and registered the Hub 2.



6. Warranty Limitations

This warranty is the only voluntary guarantee we give in relation to the Hub 2. It does not affect your statutory rights, which cannot be excluded or restricted.

7. Exclusions

This warranty does not cover defects or damage resulting from:

- Misuse, abuse, negligence, or accidents;
- Acts of nature (e.g., lightning, flood, fire);
- Installation, modification, or repair by unauthorised persons;
- Failure to follow instructions in the product manual, or other instructions we have made available;
- Interference with the Hub 2's hardware or software;
- Use with third-party equipment that we have not approved for use with the Hub 2 (a current list of approved equipment is published at levelise.com);
- Relocation or reinstallation other than by an approved installer;

It also excludes:

- Normal wear and tear or cosmetic damage;
- Non-excessive noise or vibration;
- Damage occurring after the warranty expires;
- Defects in or damage to third-party equipment to which the Hub 2 is connected;
- Theft of the Hub 2 or its components.

8. Internet Connectivity & Registration

Internet connectivity of your Hub 2 is required for remote diagnostics, monitoring, software updates and warranty support, and you agree to take reasonable steps to keep your Hub 2 connected. We may decline a claim where:

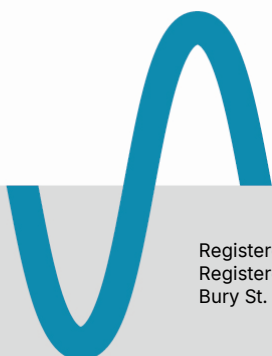
- The Hub 2 has not been registered with Levelise in accordance with clause 4 and you are unable to provide proof of purchase and the serial number; or
- It is not connected to the internet for a period of 90 days or more.

9. Modifications & Exceptions

Only Levelise employees or authorised representatives may modify or waive any warranty terms. Any goodwill repairs outside the warranty do not set a precedent.

10. Limitation of Liability

To the extent permitted by law:



- We are not liable for indirect, incidental, or consequential damages;
- Our total liability is limited to the purchase price of your Hub 2.

Nothing in this warranty limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot lawfully be limited or excluded.

11. Prohibited Uses

Your Hub 2 must be used in conjunction with any life-support or other safety-critical equipment.

12. Governing Law

This warranty is governed by the laws of England and Wales. If any provision is found unenforceable, the remainder shall remain in effect.

13. How to Make a Claim

1. Contact your installer first.
2. If your installer does not give you a substantive response within five (5) working days, or is no longer trading, contact us directly.
3. Provide:
 - Proof of purchase and ownership;
 - Description of the defect;
 - Serial number and installation date.

Do not return the product without written authorisation and a reference number. Claims can be submitted using the contact information below.

Contact Information

Levelise Limited, Synergy House, Woolpit Business Park, Woolpit, Bury St. Edmunds, Suffolk, IP30 9UP. Registered in England & Wales (Company No. 10653159)

Warranty & Support:

- support@levelise.com
- levelise.com/contact-us

Product Registration:

- Via the Levelise App (available on Google Play and Apple App Stores)

