Hully Pod Warranty

Exterior Shell

We proudly offer a robust manufacturer-backed warranty lasting 20 years, safeguarding against any water ingress to both the fibreglass exterior and base of your Pod as a result of a defective fibreglass shell. It's a testament to our confidence in the durability and quality of our products.

It's worth noting that the fibreglass material boasts a textured, matte finish, which may exhibit minor streaks. Rest assured, these nuances are entirely natural and do not indicate any form of damage. Rather, they underscore the authenticity of the material's composition and add to its character.

However, it's essential to address any major scratches, scuffs, or dents upon receipt of your Pod. While our warranty comprehensively covers against water ingress, damages not identified during the initial inspection and delivery sign-off won't fall under its protection. For your convenience, we offer touch-up kits available for purchase from Hully. In instances where more significant repairs are necessary and require Hully's intervention, a standard call out fee applies.

Interior wood lining

Wood, being a natural material, has a characteristic called hygroscopicity, meaning it absorbs moisture from its surroundings. As a result, the wood in your Pod may expand during winter when humidity is higher and contract in summer when it's drier. To accommodate these fluctuations, we intentionally leave small gaps between the wall slats, the internal floor, and the arch and the Pod’s decking step. Inside, we use flexible trim to cover these expansion gaps.

In arid conditions, you may observe slight gaps between the slats in your Pod's interior as the wood contracts. However, this should not affect the functionality of the Pod, as the slats will naturally expand again when the interior atmosphere becomes more humid.

Proper ventilation is crucial for maintaining the Pod's optimal conditions. If the environment inside the Pod becomes excessively humid, there's a possibility that one or more wooden slats may shift away from the wall. In such cases, it's advisable to reduce the moisture levels within the Pod, which can be achieved through methods like using a suitable dehumidifier. Once the wood has dried out, it can be repositioned back into its original place.

Hully provides a 1-year warranty on workmanship for the interior cladding. If the lining experiences expansion or contraction, you may need to tap the pins back into place. Additional pins can be provided if necessary. However, if a visit from Hully is required for routine maintenance such as this, please note that a standard call out fee applies.

Windows and Doors

The UPVC windows and doors we provide are backed by a 1-year (limited) warranty, covering the following:

a) Discoloration, cracking, warping, shrinkage, and other defects resulting from faulty manufacturing or workmanship.

b) All window and door locking mechanisms and hinges, including powder-coated painted finishes on handles and hinges.

c) Failure of the hermetic seals leading to condensation between the glass panels (please note that glass breakage post-installation is not covered under warranty).

Lino

Hully provides a 1-year manufacturer warranty on the Vinyl flooring, specifically safeguarding against ripples and bubbling. However, it's important to note that we do not cover damages such as tears, dents, or discoloration resulting from inadequate care of the pod floor.

The flooring utilized in our pods is a Vinyl R10 rated material designed for domestic use. This style of vinyl is suitable for a range of uses such as living spaces, kitchens, and bathrooms however it is not waterproof only water resistant therefore should any water spill onto the floor it should be mopped up immediately and not left as this can cause rippling to the pod floor.

We strongly advise taking precautionary measures to protect your floor from tears and dents. This includes using furniture foot pads and exercising caution when moving furniture within the pod. These simple steps can significantly prolong the lifespan and appearance of your flooring.

Electrics

We provide a three-year (limited) warranty for the Hully mains electric pack.

It's essential to familiarize yourself with the amperage rating of your mains electric pack and ensure not to exceed this level. This precaution helps maintain the safety and optimal performance of your electrics.

General

Hully offers a 1-year warranty on workmanship across the entirety of the pod. This encompasses various aspects such as missing parts, inadequate fitting, and any failures in functionality. We are committed to promptly addressing any issues for our customers. However, there might be instances where resolving the problem involves the customer undertaking the work themselves, with guidance and materials provided by Hully.

If the customer has attempted to address the issue with guidance from Hully, yet the problem persists 4-6 weeks after the attempted fix, Hully will schedule a visit to rectify the issue directly. We understand the importance of ensuring that any persisting concerns are resolved effectively and will take necessary steps to address them efficiently.

In situations where Hully is called out for an issue that is subsequently determined not to be attributable to our workmanship or processes, the customer may be subject to a standard call-out fee. This ensures fair treatment for both parties involved.

Commercial use

With the Exception of the 20 years against water ingress on the Shell and Pod Base, commercial customers are entitled to a separate warranty. This adjustment is made due to the distinct usage pattern of pods utilized by individuals who do not own them, potentially leading to less careful handling and increased likelihood of damage.

Advisory Base related issues

Hully set out a straightforward set of criteria for the foundation upon which a pod is placed, and there are reasons for it. An uneven base can lead to various problems for your Hully pod, for which Hully will not provide warranty coverage if the base is the cause. These issues include, but are not confined to, a bouncy pod floor resulting from an unlevel base, deformation of internal wood lining due to the pod twisting on an uneven foundation, and door-related complications stemming from misalignment caused by an uneven base. Call outs for an issue as a result of an unsatisfactory base will incur a standard call out fee.

Advisory Routine Maintenance

To maintain your pod in optimal condition, Hully recommends the following routine maintenance steps. By performing these tasks regularly, you can reduce the likelihood of requiring Hully's assistance, potentially saving you money.

1. Adjust the doors seasonally to account for temperature fluctuations that may cause expansion or contraction, leading to misalignment.
2. Apply a small amount of wood stain annually to the front exposed wood to preserve its appearance and protect it from the elements.
3. Secure any loose pins that may have come away from the wall due to wood expansion by tapping them back in place.
4. Keep the seals and weep holes on the windows and doors clean to prevent debris accumulation, which could result in perceived leaks.
5. Refrain from hanging excessively heavy furniture or ornaments on the side walls; instead, utilize the front and back walls for such features.
6. All the locks will require an annual treatment with oil. We recommend a 3-in-1 oil or WD40.

Additional advice on general up-keep and maintenance on your Hully Pod can be found on our website at https://hullypods.com/hully-pod-maintenance/ . This Includes a video bank of instructional videos. If you have any questions or queries, please feel free to contact Hully on 02382546400 or Hello@hullypods.com.

Call out fees and scheduling.

The standard call-out fee for warranty issues is £150, with additional charges possible depending on the required work. Visits will be scheduled based on Hully's availability. As a small UK manufacturer with fewer than 6 builders available, we aim to arrange a visit within 2-3 weeks of agreement for necessary inspections or repairs to your pod.

The **warranty for Hully Pods is non-transferable** due to uncertainties associated with transportation. There's a risk that customers may mishandle the pod while moving it from one location to another, which could lead to issues that are not covered under the warranty.