



# Daikin Altherma End-User Warranty

For the householder or equipment owner  
Please register for your warranty now!

With your new Daikin Altherma heat pump, you will benefit from a market-leading heat pump for your home. To access expert service and support from Daikin UK should you ever need it, please register for your warranty to be eligible for your exclusive parts and labour warranty. This document explains the Terms and Conditions of your warranty and your responsibilities.

## 1. Scope

This warranty applies only to Daikin Altherma air-water heat pumps Heat Pump systems, and Daikin hot water cylinders sold by Daikin Airconditioning UK Ltd ("Daikin UK"), installed in the United Kingdom and commissioned by a Daikin Altherma trained engineer, according to the manufacturer's instructions. The installation must be registered with Daikin UK to be eligible.

The warranty is for 3-years as standard, when the end user registers it via Stand by Me, otherwise this will default to a standard 12 month warranty. The warranty can be increased to 7 years for a Daikin Altherma Hybrid systems when installed and commissioned by a Sustainable Home Expert installer. In order for these to be increased the end user must select & pay for the packages via Stand by Me, within 12 months of the commissioning date.

## 2. Contents of the Warranty

When registered with us, the owner of the Daikin Altherma Heat Pump receives Daikin UK's End User Warranty ("EUW") on the Product, subject to the conditions (i, ii, iii.) below for a period of 3 or 5 or 7 years from commissioning, or up to an additional 12 months from the commissioning date to the premises of the installation, whichever is the shorter ("Warranty Period").

During the Warranty Period, Daikin UK will repair or replace the parts and/or components of the Product which are covered by the warranty at our discretion to ensure its conformity with our specifications.



If you ask Daikin UK to diagnose the reason for a fault, and we find that there isn't a fault with the product, we reserve the right to charge for the inspection visit before any non-warranty work is carried out see section 3 "how to claim under this warranty"). The labour costs associated with replacing parts/ components which are covered by the warranty, will be borne by Daikin UK. Parts which are not included in the warranty include any pipework, connections or any other ancillary equipment (such as cages, brackets, external filters, heat meters, electric meters, external hoses, third party valves) connected to the Product. We will take ownership of any parts/components and/or Product which are replaced and removed, under this warranty.

#### i. Commissioning

The Product must be installed, commissioned and maintained by a Daikin Altherma trained engineer or by Daikin UK authorised personnel. Gas appliances must be installed, commissioned and maintained by a GAS SAFE registered engineer. The Daikin heat pump commissioning sheet must be completed and signed by the commissioning engineer, and retained by the householder for future inspection. If the product has not been suitably commissioned, the warranty will be invalidated.

#### ii. Maintenance

The Daikin Altherma heat pump must be regularly maintained in accordance with the manufacturers' instructions by a Daikin trained maintenance company. The hybrid gas boiler must be serviced annually by a registered GAS SAFE engineer in accordance with the manufacturer's instructions. The cost of the annual service is not included in the warranty. System filters must be checked and cleared during the regular maintenance to avoid flow issues. The Heat Pump Logbook and Benchmark Logbook (for gas appliances) must be completed and maintenance records must be retained for inspection by Daikin UK prior to any warranty work. If the appliance has not been suitably maintained, the warranty will be invalidated.

### 3. How to claim under this warranty?

It is important to first identify that there is a fault with the product before making a claim under this warranty. In the event of breakdown or malfunction of your heat pump, you may contact any of the following to identify the reasons for the fault:

- The original installer
- A Daikin-trained installer
- Daikin UK service department

Before proceeding, you may wish to check who is able to offer the first available date for the inspection visit, which may be chargeable.

If you would like us to visit and identify reasons for the fault, we reserve the right to charge you for any reasonable costs incurred where no fault is found with the Product. All visits which are related to the installation or external system faults will be charged, and our current fees and costs are shown on our website. Examples where we may charge include blocked heating system filters, or incorrectly



commissioned third party system controls, or failures which we consider have been caused by contaminated water in the heating system.

Where your original installer or other Daikin trained installer confirms a product fault, please contact us with full details including the serial number, to arrange a visit to repair the heat pump.

The householder must provide our representative safe, free and easy access to the Product for warranty work to be carried out. You will be responsible for any costs if we need to arrange any special equipment for safe access, such as scaffolding. If the heat pump unit or cylinder is in a cupboard, there must be enough room for the engineer to access the components (as explained by the minimum clearances shown

in the installation instructions). We will not accept responsibility for removing cupboards, kitchen units, trims, etc. to gain access for repairs.

#### 4. Liability disclaimer

DAIKIN UK shall not be liable for any special, indirect, consequential or economic loss, howsoever arising from any defects affecting the Product or from any delay in repairing or replacing the Product; DAIKIN UK will NOT be liable in any event in providing this warranty, for (including, but not exclusively):

Any fault or costs of repair resulting from:

- Incorrect selection of the equipment, including defective design and/or application,
- Incorrect installation, inappropriate or unperformed commissioning, inappropriate maintenance or neglect, accidental and/ or deliberate damage, misuse, normal wear and tear.

Any unauthorised alteration or repair:

- Faults or costs resulting from external sources anomalies such as lack of (or excessive) power supply, insufficient water, water/air contamination, scale formation and any other elements outside

DAIKIN UK's reasonable control or responsibility;

- Blockages and consequential damage caused by dirty / contaminated water, e.g. damaged pumps, blocked plate heat exchangers, blocked filters.
- Incorrectly installed and commissioned underground Refrigerant Pipe work, e.g. incorrectly insulated, blocked or kinked, or leaking.
- Faults due to restricted airflow around the outdoor units, cause by for example blocked coils, or minimum clearances not maintained, e.g. due to obstacles near to or surrounding the unit.
- Outdoor units installed incorrectly in an indoor heated space.
- System connected to an incorrect power supply or to a temporary power supply.



- The repair or replacement of any relevant product consumables and the costs of any ordinary Product maintenance, and Costs and/or faults resulting from any other use but the domestic purpose the Products are intended for.

#### Limitation of the Warranty

Under no circumstances shall any replacement parts provided and/ or any warranty work performed lead to an extension of the Warranty Period.

This Warranty may be transferred to a new Householder, for the remaining Warranty Period provided that the Product is not removed from the original installation address.

This Warranty is intended to assist the non-commercial and personal user of the Products for proper use in accordance with Product manufacturer's specification, and does not affect the Householder statutory rights.

Daikin UK reserve the right to update this warranty (and its terms and conditions), from time to time, without notice.