



Daikin Altherma End-User Warranty

Please register your warranty now!

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

1. Scope

This warranty applies only to Daikin Altherma air-water heat pumps (excluding Daikin Altherma FLEX Type) and Daikin Altherma Hybrid 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, or 5-years when installed and commissioned by a Daikin KEY PARTNER installer or where purchased separately directly from Daikin UK.

2. Contents of the Warranty

When registered with us, the Homeowner 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 years from commissioning, or up to an additional 6 months from the date of delivery 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 so that it can ensure its conformity with Product manufacturer's specifications.

We reserve the right to charge for and inspect the Product at the premises before any warranty work is carried out. 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 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 and MCS Commissioning Certificate must be completed and signed by the commissioning engineer, and retained 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 gas boiler must be maintained by a GAS SAFE registered engineer. 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.

iii. Activating your warranty

The warranty must be registered and activated with Daikin UK within 30 days of commissioning. If the product is not registered, we reserve the right to limit the warranty to a period of 3-years parts only, and in this case will charge for any associated labour costs to visit and repair/replace components.

The installation can be registered in any of the following ways,

- online at: www.daikin.co.uk/service/warranty/warranty-domestic-products
- by returning the completed Warranty Registration Form delivered with the appliance using the prepaid envelope provided.
- by telephoning 0845 641 9271

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 or Daikin UK. Before proceeding, you may wish to check the first available date for the inspection visit.

If you would like us to visit and identify reasons for the fault, we will 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.

Once a product fault has been confirmed by your original installer or Daikin-trained installer, then 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.

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 and
- 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;
- 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.