



Getting your air source heat pump serviced

Four good reasons to arrange a service

Warranty

Failure to have your ASHP serviced every year will invalidate your warranty.

Safety

Your installer will check it is working safely, for your peace of mind.

Efficiency

An annual service helps your ASHP to work more efficiently and keep your heating bills down.

Reliability

Reduces the risk of breakdowns and increases reliability.

Helpful advice

If you experience an issue with your ASHP

- Please contact your installer in the first instance – your installer's contact details are on the rear of this guide.
- Your installer will establish if we need to support with one of our team of dedicated experts and book this with us on your behalf.

For full T&Cs on what the warranty covers, please visit:



UK

www.baxi.co.uk/ASHPWarranty



Ireland

www.baxi.ie/ASHPWarranty



Your handy checklist

We want to make it as easy as possible for you to get your provided product. Tick off the jobs as they are completed. We've even added space for any notes or reminders.

Commissioning date:

Remember to book your annual service each year.

! IMPORTANT:

Please make a note of your product security pin code. Your installer or engineer may ask or require this.

Essential checks:

- | | |
|--|---|
| <input type="checkbox"/> Magnetic filter fitted | <input type="checkbox"/> Warranty registered |
| <input type="checkbox"/> Heat pump commissioned | <input type="checkbox"/> I received my commissioning report |
| <input type="checkbox"/> Benchmark checklist completed | |

Add installation notes here.

Getting the most from your heating system

Even if you are having a complete new central heating system, your installer must clean and treat your system with chemicals and fit a magnetic filter. At each annual service they will check the water in the system, to make sure there is no build-up of sludge and debris.

Protect your central heating system

Power flushing

A power flush is a cleaning process that removes sludge, rust and debris from the pipes and radiators in your heating system.

Inhibitor

Once the heating system has been cleaned, it should be treated with an inhibitor to protect it and prevent further corrosion.

Magnetic filter

A magnetic filter will collect magnetic debris in the system water.

Limescale prevention

In hard water areas, a scale prevention device on the mains water will ensure limescale does not build up in your heating system.

What is sludge?

Corrosion occurs naturally when metal and water meet. If left untreated in your heating system, corrosion can form into black iron-oxide sludge (Magnetite) and other debris. This can build up in your heating system causing:

- Damage to your ASHP
- Damage to radiators that could cause leaks
- Damage to radiator valves
- Blocked pipework in the central heating system.

Why you need a magnetic filter

A magnetic filter will attract the magnetic debris in the system water, helping to protect it from sludge.

Note: Your warranty does not cover damage to your ASHP caused by sludge.



BAXI

Quick start guide to your air source heat pump





Welcome to Baxi

Your installer will have shown you how to use your air source heat pump (ASHP), so keep this short guide handy as a reminder.

About Baxi

Baxi is proud to have been manufacturing in the UK since 1866. We are passionate about delivering reliable products and responsive services for our customers.

Our sustainability pledge

Future generations will judge us by our actions. Our pledge is to be carbon neutral in all our operations by 2030, and to lead the phase-out of carbon intensive heating. Our ambition is that every product we develop, will work with low carbon energy.



Read more about our sustainability targets and values

Operating your air source heat pump

The Baxi ASHP is designed to work with our compatible range of smart controls.



Baxi uSense 2 Smart Room Thermostat

More smart control for your heating and hot water

- Compatible with the Baxi uSense 2 Smart Room Thermostat.
- Control your heating from your smartphone or tablet, via the My Baxi App anytime, anywhere.
- Link to your smart assistant devices for even greater control.
- Create schedules for your heating to suit your own lifestyle wherever you are.

More flexibility

- Choose from Comfort or Eco hot water settings, and at the right temperature for you.
- Enter your holiday dates, and the temperature will be set on anti-frost while you are away, then come back to a nice warm home.

More savings

- Keep an eye on how much energy you're using every day, month or year – to support and manage your bills.



Find out more about the Baxi uSense 2 Smart Room Thermostat



Download the My Baxi App



Important information about your warranty

Dependent on model, your Baxi ASHP comes with up to 7 years' warranty.* For this to be redeemable, please make sure the following has been completed.

- The magnetic filter that comes with your ASHP must be installed. If it is not installed or is removed, your warranty will revert to 2 years.
- Your installer has arranged for your ASHP to be commissioned correctly. Please ensure your installer has completed the Benchmark checklist. We recommend this is done digitally using the Benchmark app.
- Your installer must register your warranty within 30 days of commissioning. Your warranty will start on the date your ASHP was commissioned.
- Your ASHP and its filter must be serviced annually within 60 days of the anniversary of the commissioning date. This must be done in accordance with your supplied warranty, this process is detailed in the installation and maintenance manual.

It is your responsibility as the appliance owner to ensure the requirements of the warranty terms and conditions are met.*

* For full terms and conditions please visit: www.baxi.co.uk/important-information/terms-and-conditions



Register your warranty:



Embrace the difference

Why your ambient heating temperature may feel different from a previously installed boiler system

The great news is your Baxi ASHP has been specified by your installer and is bespoke to your home's heat loss calculation. In most cases, traditional Combi and System boiler systems are set between 70-80°C flow temperature. That's why radiators on those systems are often very hot to the touch.

Your Baxi ASHP is likely set between 45-55°C flow temperature for radiators. The temperature is lower, with a slower flow providing a more economically, comfortable flow of hot water to radiators or underfloor heating pipes. The ambient temperature is optimised and designed to deliver warmth at a consistent lower temperature.

How life will be different with a Baxi ASHP

There are always questions about noise. Your Baxi ASHP will reach from around 48-65dB(A). This sound level is more or less equivalent to a domestic dishwasher.



During the colder winter months, your Baxi ASHP will work a little harder to deliver heat, so this is when the maximum noise output will typically be reached.



In the spring and summer months, your Baxi ASHP will be quieter. It will be more than likely be a rather unnoticeable hum outside.



Contact

Installer: add your contact details here



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www.baxi.co.uk



Baxi, Unit F5/F6 Calmount Park, Calmount Road, Ballymount D12 Y923
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BAXI



benchmark
COLLECTIVE MARK

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