

megaflo



# Quick start guide to Megaflo Essential Air Source Heat Pump Cylinder

The obvious choice

# Welcome to Megaflo

Thank you for choosing a Megaflo Essential Air Source Heat Pump (ASHP) Cylinder. Your installer will have shown you how to use your cylinder, so keep this short guide handy as a reminder.

## About Megaflo

At Megaflo, we're committed to delivering powerful, reliable hot water with the energy efficiency modern homes and businesses demand.

As one of the UK's most trusted names in unvented hot water systems, Megaflo stands for quality, performance and peace of mind. Our cylinders are built to deliver consistent pressure and exceptional flow, wherever and whenever it's needed most.

**Proudly part of the Baxi family**, Megaflo benefits from shared expertise, innovation and support, all underpinned by a drive to create more sustainable heating and hot water solutions.

Together, we're combining trusted British manufacturing with cutting-edge technology to help reduce carbon emissions and futureproof our customers' comfort.

## Our sustainability pledge

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

Read more about our sustainability targets and values at: [baxi.co.uk/about-us/sustainability](https://baxi.co.uk/about-us/sustainability)



# About your cylinder

Your hot water cylinder is designed to ensure that you have consistent and reliable access to stored hot water whenever you need it, whether it's for that relaxing bath or invigorating shower.

It works like a big kettle, but instead, the heat is provided by your heat pump to heat up a large coil inside the cylinder, which in turn heats up the water in the tank.

Provided the installer has set up the system according to manufacturer instructions and industry guidance, the cylinder will work automatically, with no direct user operation required.

If you do notice a fault, such as visible water leak, please contact a qualified installer to check the system.



# All about Benchmark

When the installer has finished installing your product, they must complete the Benchmark commissioning checklist.

We recommend they use the digital Benchmark app as this provides a record that cannot be lost. You can also use the app to see the history of your installation and servicing.

## Benchmark provides you with evidence that:



The installer was competent, qualified and committed to providing high-quality service



The installer works to the Benchmark Code of Practice



The product has been installed correctly



The installer has given you a demonstration of the product and how it works and the handover is complete

Whether your installer uses the Benchmark app or fills in a paper copy, we may ask to see it if you need to call us out under warranty.

To find out more about Benchmark visit: **[benchmark.org.uk](https://benchmark.org.uk)**

# Getting your air source heat pump cylinder serviced

We recommend all our appliances are serviced annually to keep them working safely and efficiently. There is a Service Record contained within the installation manual.



## **Warranty**

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



## **Efficiency**

An annual service helps your system to work more efficiently.



## **Safety**

Ensure a qualified engineer carries out any necessary servicing and repairs on your unvented system to ensure it is working safely.



## **Reliability**

Regular servicing reduces the risk of breakdowns and increases reliability.

If you have any questions regarding the maintenance and safety of your cylinder, please contact your installer in the first instance.



# Important information about your warranty

**Please read the following pages very carefully as they contain key information about your warranty**

Your Megaflo Essential ASHP Cylinder comes with a 2-year warranty as standard and enhanced 10-year warranty on the inner stainless-steel tank. In the event of a manufacturing defect, we will repair or replace any defective parts.

## **To benefit from the full warranty for this product, you must:**

- Ensure the warranty is registered within 30 days of installation. Please check to see if your installer has registered it on your behalf. If not, please follow the instructions on the next page.
- Ensure your installer has completed the Benchmark checklist. We recommend this is done digitally using the Benchmark app. Find out more in this guide.
- Ensure your system is serviced annually, within 60 days of the anniversary of the installation, by a qualified engineer in accordance with the procedure in the installation and maintenance manual.
- Keep the installation and maintenance manual safe for when your installer or engineer visits, as this includes the service record.

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

For full terms and conditions please visit:



**[baxi.co.uk/important-information/terms-and-conditions](https://baxi.co.uk/important-information/terms-and-conditions)**



**[baxi.ie/important-information/terms-and-conditions](https://baxi.ie/important-information/terms-and-conditions)**

# How to register your warranty

- 1 Ask your installer if they will register the warranty for you.
- 2 If they would prefer that you register the warranty yourself, you can register your warranty online at:



**warranty.baxi.co.uk**



**baxi.ie/customer-support/register-warranty**



# Helpful advice

We hope you enjoy years of problem-free operation with your product. However, if you do experience an issue with your Megaflo Essential ASHP hot water cylinder:

-  Contact your installer in the first instance.
-  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.
-  If you cannot get hold of your installer and need a repair either under warranty or out of warranty please contact us **[baxi.co.uk/support/repairs](https://baxi.co.uk/support/repairs)**

# Contact us

Remember to book your annual service each year.

**Commissioning date:**

**Installed by:**



**Tel: 0344 871 1545**

Baxi, Brooks House, Coventry Road,  
Warwick CV34 4LL

**baxi.co.uk**



**Tel: 01 4590870**

Unit F5/F6, Calmount Business Park,  
Dublin, D12 Y923

**baxi.ie**



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