

## Warranty Terms and Conditions

Remeha E-HP Air Water Monobloc/Split Heat Pumps (ASHP) supplied by Baxi Heating UK Limited (**we, us, our**) benefit from a free parts and labour warranty. For the period of the warranty, we will, at our option, repair or replace an ASHP free of charge in the event of a manufacturing defect subject to the following terms and conditions.

1. The ASHP must be purchased and installed in the United Kingdom, the Republic of Ireland, the Isle of Man or the Channel Islands. The installation should be applicable to the specification of the ASHP and it should be used solely for the purposes it was designed for.
2. The ASHP (and its electrical supply) must be correctly installed and commissioned by a qualified and competent installer in accordance with the installation instructions provided with the ASHP. Once installed, the ASHP must not be moved without our prior written consent.
3. The Commissioning Checklist must be correctly completed by the installer/Baxi at the point of commissioning and kept with the ASHP. The Checklist, or other acceptable proof of commissioning, must be made available to us on request.
4. The ASHP must be registered with us for warranty within 30 days of:
  - a. commissioning; or
  - b. legal completion (for installations in new-build properties) provided this occurs within 12 months of the date of commissioning, whichever is the later (the **Relevant Date**).
5. The warranty period will commence from the Relevant Date. In the absence of a completed Commissioning Report or other acceptable proof of commissioning, the warranty period will commence from the date of purchase of the ASHP, proof of purchase will be required upon request.
6. The warranty period for an ASHP which has been commissioned by Baxi is three years. In all other circumstances, the warranty period will be limited to one year. The relevant warranty period will also extend to the electric back-up heater, buffer vessel and magnetic filter where these components have been supplied and installed at the same time as the ASHP. In all cases, a magnetic filter must be installed with the ASHP for the warranty to be valid.
7. The ASHP must be maintained in accordance with the maintenance instructions provided with the ASHP and serviced annually by a Baxi or other qualified and competent engineer. Each service must be carried out within 60 days of the anniversary of the Relevant Date. The Service Interval Record must be completed for each service. Proof of servicing must be made available to us on request.

8. During the warranty period, the ASHP or any component which is proved to be faulty or defective in manufacture will be repaired or replaced free of material and labour charges, providing that we have authorised or carried out the repair or replacement.
9. We will not accept or reimburse the costs of any third party who undertakes any work on the ASHP or fits parts unless we have authorised such work in advance of it being carried out.
10. The fitting of replacement parts or the replacement of an ASHP will not extend the warranty period. All replaced parts or ASHPs will become our property.
11. Any warranty claim must be made within the warranty period.
12. We reserve the right to charge a refundable deposit, pre-authorise an amount on your credit or debit card, or obtain a purchase order prior to any visit or the commencement of any works. This deposit will be returned or the pre-authorisation released if the diagnosed fault is covered by the warranty.
13. We reserve the right to charge for all costs arising from any claims not covered under this warranty at our prevailing rates.
14. The warranty is transferable.

**What is not covered by this warranty:**

- Any defect, damage or breakdown caused by or resulting from:
  - Incorrect selection of the ASHP for the required application.
  - Incorrect installation, inappropriate or inadequate third party commissioning and/or inappropriate maintenance or neglect.
  - Accidental/deliberate damage or misuse.
  - Any unauthorised alteration or repair and/or the installation of any unauthorised parts.
  - The design, installation, commissioning or maintenance of the heating system to which the ASHP is connected, including but not limited to radiators, pipework, controls, programmers, time switches, thermostats, motorised valves and external pumps.
  - Connection of the ASHP to an inadequate or temporary power supply.
  - Low water system pressure or poor water flow issues, untreated/dirty/contaminated water (above 50mg/l chlorides in the system water), blocked filters, air contamination, scale formation, insufficient system protection, damaged external pumps or valves.
  - Incorrectly insulated, blocked or kinked, or leaking underground refrigerant pipes.
  - Restricted or blocked airflow to the ASHP.
  - Lack of sufficient frost protection

- The fault or failure of services external to the ASHP, such as electricity or water.
- Pests, rodents and/or household pets.
- The theft or attempted theft of the ASHP.
- Floods, lightning, storms, frost or other bad weather conditions.
- Fire or explosion.
- The repair or replacement of consumables such as seals and filters.
- Any pipework, external electrical supplies, connections to other ancillary equipment (such as heat emitters, electric meters, external hoses, third party valves/controls, external filters and cages) which are connected to the ASHP.
- Routine servicing and maintenance costs.
- Replacing gas with refrigerant charge (unless required as part of a warranty repair undertaken by Baxi)
- Any other consequential losses caused by or arising as a result of the breakdown of the ASHP.
- Any costs incurred during delays in fixing reported faults.
- Any costs incurred if no fault is found with the ASHP.
- Abortive charges if the engineer cannot gain access to the property at the agreed time or cannot gain safe access to the ASHP.
- Works outside of normal working hours (Mon-Fri 8.00-17.00 Exc Bank Holidays)
- Warranty claims for retrospective upgrades to existing products

### **How to make a claim**

Should you experience any issue with your ASHP, please refer to your installer in the first instance.

To make a warranty claim please telephone 0345 070 1058. We will arrange for an engineer or appointed contractor to inspect and repair the ASHP or, where in our opinion repair is not economic, arrange to replace the ASHP.

Please note that:

- (a) The site representative must be present at the property throughout the engineer's visit.
- (b) An engineer will only inspect and/or carry out repairs on an ASHP if, in their opinion, they can gain safe access to the ASHP and the installation does not pose a risk to health and safety. We will not be responsible for the costs of any additional equipment required for safe access, such as scaffolding.
- (c) Installations must provide minimum working clearances as detailed in the installation instructions.

If these terms and conditions have not been complied with in full, then, at our sole discretion, either the warranty will lapse or the warranty periods will revert to no more than one year from the Relevant Date.

## Data protection

The information you provide when registering your warranty will be held securely and used by us and our selected partners to administer your warranty and to carry out repairs. We may disclose your data to our partners and their agents for these purposes. Based on the information you have provided, we may keep in touch with you about your product, or services relating to your product, by post. If you have given us permission, we may also contact you by email, telephone or text message. You can change your mind about how your data is used at any time by using the contact details in our [privacy notice](#).

## General

This warranty is in addition to, and does not affect, your statutory rights as a consumer. Details of these rights can be obtained from Citizens Advice at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk).

The terms of this warranty and any dispute arising from them shall be governed by and construed in accordance with the law of England and Wales.

This warranty is provided by Baxi Heating UK Limited (company number 03879156), whose registered office is at Brooks House, Coventry Road, Warwick, CV34 4LL.

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