



COMMERCIAL HEAT PUMP WARRANTY

TERMS AND CONDITIONS

Ecomod Heat Pumps with an Ideal Guarantee offer customers the comfort of a two years parts and labour repair service, subject to compliance with the following terms and conditions. Subject to compliance with the additional terms detailed below in section 5, the guarantee period will be extended to five years.

During the period of the guarantee Ideal Heating will, at our option, repair the heat pump free of charge where it suffers a mechanical or an electrical breakdown as a result of defective workmanship or materials, subject to the following conditions and exclusions.

1. The heat pump must have been installed and commissioned within 12 months of manufacture by a suitably qualified heat pump installer in accordance with the guidelines in the installation and servicing booklet provided with the heat pump.
2. The guarantee will commence from the date of installation / commissioning. Without proof of a completed commissioning sheet, the guarantee will commence from the date of manufacture as detailed on the appliance data plate.
3. To qualify for the full 2 years of the guarantee the heat pump must be registered with Ideal Heating Limited within 30 days of completion of the installation, if the heat pump is not registered within 30 days the warranty period will revert to 12 months from the date of installation.
4. At the end of each 12-month period, the heat pump must have been serviced by a Suitably Qualified heat pump engineer, in accordance with the guide lines in the installation and servicing booklet provided with the heat pump. Should this condition not be met the guarantee will lapse.
5. To qualify for the extended guarantee length of 5 years the heat pump must be commissioned by an Ideal Heating Engineer and serviced annually by suitably qualified heat pump Engineer. A copy of the service report must be submitted upon completion, unless serviced by Ideal Heating directly.
6. If the heat pump suffers a mechanical or an electrical breakdown Ideal should be contacted on the following number:
Ideal Heating
T 01482 498376

Our normal working times, excluding Bank Holidays are:

8am – 5pm Monday to Friday,

8am – 4pm Saturday,

8.00am – 12 noon Sunday.

Ideal Heating will arrange for an engineer to inspect and repair, or where in our sole opinion repair is not economic, arrange to replace the heat pump.

PLEASE NOTE:

- a. Engineers will only attend to heat pump products where it is considered accessible by the engineer and that the installation does not pose a risk to health and safety.
- b. A permanently fixed access ladder must service installations on roofs or walls. Adequate lighting and permanently fixed flooring must also be available.
- c. Minimum working clearances as detailed in the installation instructions. Ideal will not accept responsibility for the removal of obstructions in order to gain access for repairs.
7. The guarantee does not apply:
 - a. If the heat pump is removed from its place of installation without our prior consent.
 - b. To any defect, damage or breakdown caused by inadequate servicing of the heat pump or by deliberate action, accident, misuse or third party interference including modification or an attempted repair which does not fully comply with industry standards.
 - c. To de-scaling or other work required as a result of hard water scale deposits or from damage caused by sludge / debris.
 - d. To any other costs or expenses caused by or arising as a result of the breakdown of an Ideal Heat Pump.
 - e. To any defect resulting from the incorrect installation of the heat pump, or the facility for condensate disposal.
 - f. To any costs incurred during delays in fixing reported faults.
 8. Ideal reserve the right to charge a call-out fee or request a purchase order to cover potential costs where:
 - a. A fault cannot be found.
 - b. The fault has been caused by an event, which requires further investigation.
 - c. Failure to cancel an agreed appointment prior to our engineers visit.
 - d. The heat pump is outside the period of guarantee or the conditions of the guarantee have not been met – refer to sections 3, 4, 5 & 6.
 9. If Ideal fit replacement parts or replace a heat pump it will not extend the period of the guarantee. All replaced parts or heat pumps will become the property of Ideal Heating Ltd.
 10. The guarantee applies only where an Ideal heat pump has been installed in mainland United Kingdom, Northern Ireland and I.O.W.

Guarantor - Ideal Heating Ltd, P.O. Box
103, National Avenue, Hull, HU5 4JN.

COMMERCIAL HELP DESK

T 01482 498376

F01482 498621

E commercial.services@idealheating.com

