

Commercial Heat Pump Warranty Terms & Conditions

ECOMOD R32 & ECOMOD 290HT models



ECOMOD R32 and ECOMOD 290HT heat pumps with an Ideal Heating warranty offer customers the comfort of a two year parts and labour repair warranty, subject to compliance with the following terms and conditions. The warranty period will be extended to five years, subject to compliance with the additional terms detailed below in section 5.

During the period of the warranty we will, at our option, repair or replace 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 engineer in accordance with the guidelines in the installation and servicing booklet provided with the heat pump.
2. The warranty will commence from the date of installation / commissioning. Without proof of a completed commissioning sheet, the warranty will commence from the date of manufacture as detailed on the appliance data plate.
3. To qualify for the full 2 years of the warranty the heat pump must be registered with Ideal Heating within 30 days of completion of the installation, if the heat pump is not registered within 30 days of installation then 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 competent 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 warranty will lapse.
5. To qualify for the extended warranty length of 5 years the heat pump must be commissioned by an Ideal Heating engineer and serviced annually by suitably qualified heat pump engineer who has completed technical training with Ideal Heating on the product range through the Expert Academy. A copy of the service report must be submitted upon completion, unless the service was organized with Ideal Heating directly.
6. If the heat pump suffers a mechanical or an electrical breakdown, please contact Ideal Heating on 01482 498376.

Normal working times are: 8am - 6pm Monday to Friday, Saturdays and bank holidays excluding Christmas day 8am - 4pm.

For Republic of Ireland please contact: Ideal Energy, Ascot House, Kinsealy Lane, Malahide, County Dublin, K36 HH42 on +35319617700. Opening hours Monday - Friday 8am - 5pm. Registered in England. Company No. 652026.

We will arrange for an Ideal Heating engineer or authorised contractor, 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 undertake work where it is considered by the engineer that the installation does not pose a risk to health and safety.

- b. Clear access around the outdoor unit and any buffers or ancillaries must be available, the external unit must be accessible from the ground without the need for access equipment.
7. The warranty 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 any defect, damage or breakdown caused by the design, installation and maintenance of the system, including external controls.
 - d. To de-scaling or other work required as a result of hard water scale deposits or from damage caused by aggressive water or sludge resulting from corrosion, including the cleaning of system filters or strainers.
 - e. To damage caused to the product by freezing.
 - f. If the claim/contact procedure set out in section 6 is not adhered to.
 - g. To any other costs or expenses caused by or arising as a result of a breakdown of the product.
 - h. To any defect resulting from the incorrect installation of the product.
 - i. To any costs incurred during delays in fixing reported faults.
8. We 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 or the fault is unrelated to the Ideal Heating product installed.
 - b. The breakdown or fault has been caused by an event, which is excluded from the warranty – refer to section 7.
- a. Failure to cancel an agreed appointment prior to our engineers visit.
- b. The heat pump is outside the period of warranty or the conditions of the warranty have not been met – refer to sections 3, 4, & 5.
9. If we fit replacement parts or replace a heat pump it will not extend the period of the warranty.
10. The warranty applies only where the product has been installed in mainland UK, IOW, NI and ROI for its designed purpose, and in ROI, when purchased through, or distributed by, Ideal Energy.

This warranty is offered in addition to your statutory rights provided under consumer law. Details of these rights can be obtained from your local Trading Standards Authority or a Citizen Advice Bureau. Guarantor – Ideal Boilers Ltd, National Avenue, Hull, HU5 4JB.