

# WARRANTY

## Amicus water to water heat pump



Model	Warranty Period		Conditions
Amicus Boost range	All components#	3 years	Working temperature must be no greater than 78°C, flow rates must match those given within the ICM manual for the appliance type. A suitable buffer vessel must be installed between the source and appliance and between the appliance and LTHW system. The appliance must be commissioned by Lochinvar Ltd.

### (1) General Warranty

If within 3(Three) years of the invoice date or commissioning date of a heat pump supplied by Lochinvar Ltd., following verification, and at the sole discretion of Lochinvar Ltd., an assembly or part proves to be defective or fails to function correctly due to manufacturing and/or material defects, then Lochinvar Ltd. shall repair or replace this assembly or part.

The warranty starts from the date of commissioning by Lochinvar Limited which can be up to a maximum of 6 months after the date of delivery.

### (2) Ancillary equipment Warranty

#If within 1 (One) year of the invoice date or commissioning date of a heat pump supplied by Lochinvar Ltd., following verification, and at the sole discretion of Lochinvar Ltd., any ancillary component supplied as part of the Heat pump proves to be defective or fails to function correctly, then Lochinvar Ltd. shall repair or replace this assembly or part. Ancillary components include, Cascade control, sensors, remote control modules and loose supplied circulating pumps, plate heat exchangers.

The warranty period given on the replacement heat pump shall be equal to the remaining warranty period of the original heat pump that was supplied.

### (3) Conditions for installation and use

The warranty set out in articles 1 and 2 will apply solely under the following conditions:

- The heat pump is commissioned by Lochinvar Limited
- The Heat pump is installed under strict adherence to Lochinvar Ltd. installation instructions for the specific model and must be in accordance with the relevant requirements of the Building Regulations, I.E.E. Regulations and the byelaws of the local water undertaking. The installation should also be in accordance with any relevant requirements of the local authority.
- The Heat pump remains installed at the original site of installation.
- The water temperatures in the heater do not exceed the maximum setting of the thermostats, which form a part of the Heat pump.
- The water pressure and/or heat load do not exceed the maximum values stated on the Heat pump rating plate.
- The heat pump is installed in a non-corrosive atmosphere.
- The source buffer vessel must not drop below 20°C (suitable protective measure should be taken to turn off the heat pump should the vessel temperature drop below 20°C)

### (4) Exclusions

#Service parts and consumables are not included within the above warranty period, this includes (but is not limited to) any part identified within the Installation manual which should be changed as part of the service regime for the appliance. These parts have a 12-month warranty from the date of commissioning or from the date of delivery to site.

The warranty set out in articles 1 and 2 will not apply in the event of:

- The units not having been commissioned by Lochinvar.
- Damage to the heat pump caused by an external factor;
- Misuse, neglect (including frost damage), modification and incorrect and/or unauthorized use of the heat pump;
- Contaminants or other substances having been allowed to enter the heat pump heat exchanger;
- Any attempts at repair to a defective Heat pump other than by an approved service engineer.
- Blockages of the heat exchanger due to the ingress of debris from the heating system or lime scale from the system water are not defects in the material or workmanship of the heat exchanger and are therefore not covered by the warranty. It is of utmost importance when installing the heat pump that adequate measures are taken to prevent blockages of the heat exchanger.
- Any fault arising due to inadequate water quality or insufficient cleansing of the heating system.

### (5) Scope of the warranty

The obligations of Lochinvar Ltd. pursuant to the specified warranty are limited to free delivery from the warehouse of the replacement assemblies, parts or heat pump, respectively. Labour, installation and any other costs associated with the replacement will not be accepted by Lochinvar Ltd.

### (6) Claims

A claim on grounds of the specified warranty must be submitted to the dealer from whom the water heater was purchased, or to another authorized dealer of Lochinvar Ltd. Inspection of the water heater as referred to in articles 1 and 2 shall take place in one of the laboratories of Lochinvar Ltd.

### (7) Warranty Procedures

If a claim is to be made under the terms of our warranty, the original purchaser of the appliance should place a purchase order for the required component/appliance and obtain a Warranty Case number for the return of the defective component/appliance.

**To process any warranty claim, we require the following information:**

- Appliance model number
- Appliance serial number
- Date and proof of purchase
- Brief description of fault

Upon receipt of the defective component/appliance, it will be tested and if found to be faulty, a credit will be raised against the relevant invoice

### Obligations of Lochinvar Ltd.

Lochinvar Ltd. grants no other warranty or guarantee over its heat pumps nor the (assemblies or parts of) heat pumps supplied for replacement, other than the warranty expressly set out in these conditions. Under the terms of the supplied warranty, Lochinvar Ltd. is not liable for damage to persons or property caused by (assemblies or parts of) a (replacement) heat pump that it has supplied.