

WARRANTY TERMS & CONDITIONS

Amicus Low Temperature Air Source Heat Pump

Model	Warranty Period		Conditions
Amicus Low temperature range R454B	All Components	3 Years Parts and Labour (if commissioned by Lochinvar) 1 Year parts only (if NOT commissioned by Lochinvar)	1) Working temperature must be no greater than 60°C 2) Flow rates must match those given within the ICM manual for the appliance type (pipe work size and run length) 3) A suitable buffer vessel must be installed between the appliance and LTHW system

- (1) General Warranty: Commissioned by Lochinvar If within 3 (Three) years of the invoice date or commissioning date, whenever is the latest, of a heat pump supplied by Lochinvar Limited, following verification, and at the sole discretion of Lochinvar Limited, an assembly or part proves to be defective or fails to function correctly due to manufacturing and/or material defects, then Lochinvar Limited 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. To maintain the validity of the product Warranty, all periodic maintenance tasks must be carried out in accordance with the procedures outlined in the Installation, Commissioning, and Maintenance ("ICM") Manual. Maintenance activities must be appropriately documented. Failure to adhere to these requirements may result in the Warranty being void.
- (2) Ancillary Equipment Warranty: If within 1 (One) year of the invoice date or commissioning date, whenever is the latest, of a heat pump supplied by Lochinvar Ltd., following verification, and at the sole discretion of Lochinvar Limited, 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, Hydraulic kits, Cascade control, sensors, antifreeze components, 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 by Lochinvar Limited.
- (3) Conditions for installation and use the Warranty set out in articles 1 and 2 above will apply solely under the following conditions:
- The heat pump is commissioned by Lochinvar Limited (for those installations **NOT** commissioned by Lochinvar a 1-year parts Warranty will be in place under the same conditions within sections 3 to 7 of this document.)
 - The Heat pump is installed under strict adherence to Lochinvar Limited 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 as shown above.
 - 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 heat pump is fitted on a suitable base with anti-vibration protection.
- (4) Exclusions:
- Service parts and consumables are not included within the above Warranty period, these include (but not limited to) any parts 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 delivery to site. The Warranty set out in articles 1 and 2 will not apply in the event of:
- Damage to the heat pump caused by any external factors;
 - 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 attempt to repair a Heat Pump under Warranty with parts not supplied by Lochinvar may invalidate the Warranty
 - 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 faults arising due to inadequate water quality or insufficient cleansing of the heating system;
 - Maintenance as documented in the Installation, Commissioning, and Maintenance (ICM) Manual has not been carried out and clearly documented with records available for inspection;
 - Where access to the Heat Pumps is prohibitive i.e., the site does not provide adequate and safe access for moving large heavy components such as compressors to the Heat Pumps location if replacement is required the responsibility to do so will be with the Warranty holder.
- (5) Scope of the Warranty: The scope of Warranty coverage depends on whether the heat pump was commissioned by Lochinvar Limited. Full details of coverage are outlined in the claims process. All costs not specifically covered under Warranty will not be accepted by Lochinvar Limited.
- (6) Claims: A claim on grounds of the specified Warranty must be submitted directly to Lochinvar Limited. A covering purchase order is required before any Warranty inspection can be carried out. Inspection of the Heat Pump or Ancillary component as referred to in articles 1 and 2 shall take place on site. If a Warranty fault is found then for units commissioned by Lochinvar Limited, parts and labour will be provided; for units not commissioned by Lochinvar Limited, parts will be free issued with a quote for installation if desired. Designated Warranty procedures as stipulated by Lochinvar Limited must be strictly followed and all the investigation processes and repair work on the heat pumps would have to be agreed with Lochinvar Limited in writing prior to implementation. Lochinvar Limited shall not be responsible for any costs, which have not been mutually agreed.
- (7) Warranty Registration: All Warranty claims must be registered with Lochinvar Ltd. who will issue a Warranty Case number for tracking purposes.

WARRANTY TERMS & CONDITIONS

Amicus Low Temperature Air Source Heat Pump



(8) To register any Warranty claim, we require the following information:

- Appliance model number
- Appliance serial number
- Date and proof of purchase
- Brief description of fault
- Maintenance records as documented in the ICMs

(9) Lochinvar Limited 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 supplier Warranty, Lochinvar Limited is not liable for damage to persons or property caused by (assemblies or parts, of) a (replacement) heat pump that it has supplied.