



PEM 750 HEAT PUMP WARRANTY TERMS AND CONDITIONS

All Air-to-Water Heat pumps with Navien UK Ltd (we, us, our) warranty, offer customers the comfort of parts and labour repair service subject to the following terms and conditions.

During the period of the warranty, we will at our discretion, repair or replace a product 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.

Where your original installer confirms a mechanical or an electrical breakdown, please contact us on 0344 332 2323, to arrange a visit to inspect and repair the heat pump.

1. The installation of your heat pump must be carried out by a suitably competent, qualified and trained installer with relevant valid certification.
2. The heat pump must be installed and commissioned fully in accordance with the installation manual provided with the heat pump and these terms and conditions as well as all prevailing building control regulations.
3. The Benchmark commissioning checklist must be completed by the installer at the point of installation and retained on site for inspection during an engineer's visit.
4. The heat pump must be registered with us for warranty within 30 days of the installation by providing us with the full serial number of the heat pump and any other details that we reasonably require from you. Failure to register within this time period will result in the warranty reverting to 1 year from the date of installation, provided that your Benchmark commissioning checklist has been completed in accordance with these terms and conditions. If your Benchmark commissioning checklist has not been completed in accordance with these terms and conditions, the warranty will revert to 1 year from the date of manufacture as detailed on the heat pump data plate.
5. We offer three types of warranty coverage; 2 Years Silver Warranty ("Standard"), 5 Years Gold Warranty, 7 Years Platinum Warranty. The Gold Warranty and Platinum Warranty are only available to the Installer who meets with the conditions detailed within the Warranty Criteria below.
6. To meet the requirements of the Warranty, the heat pump must be maintained and serviced annually by our appointed engineer or other suitably competent engineer with relevant valid certification in accordance with the maintenance instructions provided with the heat pump. The service logbook of the Benchmark commissioning checklist must be completed for each service. Proof of servicing must be made available to us on request in the event that you make a claim under the warranty. If the heat pump has not been serviced annually, the warranty will become invalid.
7. During the Warranty period, any spare parts or heat pump which is proved to be faulty or defective in manufacture will be repaired or replaced free of charge, providing that we have authorised or carried out the repair or replacement.
8. The fitting of replacement spare parts or the replacement of a heat pump will not extend the duration of the warranty beyond the original term. All parts that removed under warranty will become our property.
9. We will not accept or reimburse the costs of attendance and repair of this heat pump by third parties unless we have pre-authorised in writing.
10. If a failure of the heat pump is caused by contaminated water or contaminated glycol in the system, this may result in the engineer's visit becoming chargeable.
11. Moving the heat pump to another property without our prior written consent will invalidate the warranty.
12. Please ensure that:
 - your system has been flushed prior to heat pump installation, to ensure that there are no contaminants;
 - the water circulating within the heat pump is checked for hardness, salinity and fully inhibited to the correct levels prior to the installation of the heat pump;
 - the water circulating in the heat pump is maintained in a clean condition and kept correctly inhibited throughout the heat pump's life cycle;
 - relevant frost protection measures are in place (e.g. glycol, anti-frost valves);
 - your heat pump is serviced each calendar year. The cost of the annual service is not included in the warranty and service details must be recorded in the service logbook of the Benchmark commissioning checklist and made available during any engineer's visit.

Cat.	Plan		
	Silver ¹	Gold ²	Platinum ³
Heat pump	2 Years	5 Years	7 Years

- Silver¹: the heat pump must be installed by a competent person and the installation instructions supplied with the unit must be followed.
- Gold²: the installer must have undergone a Navien training course and become an accredited installer by Navien.
- Platinum³: the installer must fulfil all requirements for the Silver and Gold Warranty and in addition, qualified as MCS certified installer or MCS Umbrella Scheme.

13. We do not accept liability for and exclude from the warranty the following:
- incorrect selection of the equipment, including defective design and/or application;
 - incorrect installation, inappropriate or inadequate third party commissioning and/or inappropriate maintenance or neglect;
 - fair wear and tear, wilful damage, abnormal storage or working conditions, accidental damage or negligence by you or by any third party and failure by you or any third party to operate or use the heat pump in accordance with the operating instructions;
 - any unauthorised alteration or repair and/or the installation of any unauthorised parts;
 - faults or costs resulting from external sources anomalies such as lack of (or excessive) power supply, insufficient water, water/air contamination, scale formation and any other elements outside;
 - installation in mobile leisure accommodation vehicles – i.e. boats, caravans etc;
 - consequential losses relating to any other costs or expenses caused by or arising as a result of the breakdown of the heat pump;
 - the theft or attempted theft of the heat pump;
 - floods, lightning, storms or other bad weather conditions and fire or explosion;
 - freezing, which includes insufficient protection when the unit has no power;
 - replacing gas with refrigerant charge;
14. All installation related, non-heat pump or external system fault calls may result in the engineer's visit becoming chargeable.
15. Health and safety is paramount to us and if our engineers cannot gain safe access to the heat pump or an engineer cannot gain access to the property then our abortive charge may apply.
16. You may be required to pay a refundable deposit in respect of an engineer's visit, which will be returned in full if the diagnosed fault is covered by the warranty.
17. This warranty is in addition to, and does not affect, your statutory rights in relation to any product that is faulty or not as described. More information on your statutory rights can be obtained from Citizens Advice at www.citizensadvice.org.uk.
18. The information you provide when registering your warranty will be held securely and used by us and our selected partners in order to assist with the administration of the warranty. Full details about how we manage your data and your rights are set out in our external privacy notice.
19. The warranty is valid for installation in domestic dwellings in the United Kingdom.
20. The terms of this warranty are subject to the laws of England and Wales and any dispute arising from this warranty shall be decided under those laws and before a court or tribunal in England.
21. This warranty is provided by Navien UK Ltd (Company number 09315480), whose registered office is at Building 2, Guildford Business Park, Guildford, England, GU2 8XG.