



MasterTherm

H E A T P U M P S

MASTERTHERM AIR & GROUND SOURCE HEAT PUMPS 3-YEAR AND 7-YEAR LIMITED WARRANTY

MasterTherm UK guarantees the heat pump including all electrical and mechanical internal components for a period of 36 months (3 years) from the date of installation, provided the heat pump is installed in full accordance with the installation instructions provided. This limited warranty is provided by MasterTherm UK ("MTUK") and covers MasterTherm Heat Pumps (hereinafter referred to as "Heat Pump"). This warranty is provided to the original purchaser of the Heat Pump as long as the Heat Pump remains installed at its original place of installation.

WARRANTY COVERAGE

7 Year Limited Warranty

MTUK warrants that all internal components incorporated into the Heat Pump at the time of shipment by MTUK shall remain free from defects in workmanship and materials from the date of commissioning, provided it is installed and properly maintained by a qualified and trained MTUK contractor and the other conditions of this warranty are met. If MTUK determines that the Heat Pump or any part of the Heat Pump has a defect in workmanship or materials, MTUK, at its option, will repair or replace, including labour charges at MTUK approved rates at the date of purchase, the defective part. The labour reimbursement amount shall be in accordance with the Warranty Labour Allowance Schedule as attached. Standard warranty is three years from date of commissioning, seven-year warranty is offered for units continuously connected to the Internet and confirmed as such by MTUK. Failure by the customer to maintain continuous connection to the Internet will revert the unit to standard three-year warranty.

Three Year Warranty Terms and Conditions

1. The system must be installed by an MCS certified, MasterTherm trained and accredited installer.
2. Installation must be in accordance with an approved MasterTherm Schematic and the installation information supplied with any claim.
3. The system must be commissioned (and a commissioning record left with the user) within 30 days of installation.
4. The commissioning activation record must be completed and returned to MasterTherm via the online Commissioning Form or by paper copy sent to the address shown below.
5. MasterTherm will endeavour to provide prompt service in the unlikely event of a problem occurring, but cannot be held responsible for any consequences of delay or inconvenience however caused.
6. The warranty applies to MasterTherm heat pumps installed on the UK mainland, Isle of Man and Channel Islands only. Provision of in-warranty cover elsewhere in the UK is subject to agreement with MasterTherm.
7. If a replacement part is supplied under warranty (due to a manufacturing fault) the product warranty continues from the original installation date, and not from the date of installation of the replacement.

Seven Year Warranty Terms and Conditions

1. In addition to the aforementioned, the system must also have a permanent connection to the internet via NeoBox for 24/7 monitoring and the customer must ensure a permanent connection.

IMPORTANT: An annual system service must be carried out by MasterTherm accredited personnel.

The system must be maintained in accordance with the recommendations of MasterTherm, which includes an annual service. The health check booklet is provided and it must be completed when a service is carried out (annually). **If this is not carried out the warranty reverts to 12 months.**

The warranty period commences from the original date of commissioning.

You agree to MasterTherm or Thermal Earth Ltd holding and using your personal data for all purposes directly related to the administration and conduct of this warranty scheme. MasterTherm reserves the right to inspect the system at the user premises prior to any investigation and warranty work being undertaken.

Please note that your installer should always be the first point of contact in the event of any system failure. Following on site diagnosis if the issue is still not rectified MasterTherm can send an engineer. Only units with a fully completed service history will progress to a MasterTherm visit.

If the fault is an installation error, it is the installation company's responsibility to repair and no costs shall be covered by MasterTherm/ Thermal Earth Ltd

Exclusions:

- a. Components or parts outside of the MTUK unit.
- b. Components or parts on which tags or nameplates have been removed, altered or defaced.
- c. Scratched in or discolouration of finishes.
- d. Serviceable items and normal maintenance as required per the Installation Manual.
- e. The workmanship of any installer. MTUK disclaims and does not assume any liability of any nature for unsatisfactory performance caused by improper installation, repair or maintenance.

- f. Any labour or material costs for removal, reinstallation, repair and replacement of the defective component or part unless otherwise provided above.
- g. Accidental damage, malicious damage, any unauthorised alteration, tampering or repair.
- h. Electricity or fuel costs, or any increases or unrealised savings in same, for any reason whatsoever.
- i. Transportation to MTUK, if necessary.
- j. Element or heat exchange/heat exchangers failure due to scale build up or poor quality of system water.
- k. Damage caused by excessive temperatures or pressures, fuel or gas explosion, electrochemical reaction, water and air impurities, electrical failures, use during construction, flooding or acts of God.
- l. Any damage or failure resulting from the introduction of harmful chemicals, caustic fluids, or liquids detrimental to copper tubing, including but not limited to improperly applied or maintained heat transfer fluids or chlorinated pool or spa water.
- m. Any damage or failure resulting from improper unit sizing or under sizing by the installer.
- n. Shipping charges, delivery expenses or administrative fees incurred by the purchaser in repairing or replacing the Heat Pump.
- o. Except as set forth above related to Other Components, components of the Heat Pump system that are part of the Heat Pump system into which the Heat Pump is incorporated that are not MTUK products are not covered by this warranty and are limited to the warranty of the manufacturer of such components. In order to file a claim for warranty you should contact the manufacturer.
- p. Faults and associated costs arising due to lack of suitable power supply, water contamination, air pollution, or icing caused as a result of the defrost function normal operation being prevented and not by a manufacturer's defect.
- q. The failure of the equipment to operate correctly caused by the withdrawal of services by a third party.
- r. Damage or failure of the equipment due to: a software virus or the process of backing up or recovery of data.
- s. Replacement of consumer durables (e.g. filters, glycol, fuses).
- t. Failure of source side energy such as poor flow of water or air.
- u. Difficulties in getting to the equipment (poor access).
- v. Turning on or setting up the equipment and adjusting controls, except following authorised repair.
- w. Failure due to the configuration of user settings.

Condition of Warranty

The warranty herein is void under the following circumstances:

1. Failure or malfunction resulting from improper or negligent operation, accident, abuse, freezing, electrical imbalance characteristics, misuse, unauthorised alteration, incorrect electrical supply, electrical surges, or improper installation, repair or maintenance. See the Installation and Maintenance Manual for installation and maintenance information.
2. Failure or malfunction resulting from any conditions within the structure, including mould and/or mildew and/or any chemical or toxin secreted there from or damage resulting from mould, fungus or bacteria.
3. Failure or malfunction resulting from a contaminated or corrosive air or liquid supply, the addition of unapproved chemicals, operation at abnormal temperatures, pressures or flow rates, opening of the refrigerant circuit by unqualified personnel or any attachment, accessory or component not authorised and approved by MTUK. See the Installation and Maintenance Manual for installation and maintenance information.
4. Failure or malfunction due to misapplication or faulty building design or construction, including inadequate refrigerant levels, condensate drain, duct work design or installation.
5. Products on which payment to MTUK is or has been in default.
6. Work performed without prior authorisation or approval and without authorisation/requisition number and without proper documentation verifying compliance with above terms.

LIMITED WARRANTY

OTHER THAN THE OBLIGATIONS OF MTUK EXPRESSLY SET FORTH HEREIN, MTUK DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. MTUK'S SOLE OBLIGATION WITH RESPECT TO THE HEAT PUMP AND PURCHASER'S EXCLUSIVE REMEDIES ARE SET FORTH IN THE FOREGOING LIMITED WARRANTY. MTUK SHALL NOT BE LIABLE FOR ANY INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR SIMILAR DAMAGES INCLUDING, WITHOUT LIMITATION, INJURY OR DAMAGE TO PERSONS OR PROPERTY OR DAMAGES FOR LOSS OF USE, LOST PROFITS, INCONVENIENCE OR LOSS OF TIME. NOTE THAT ANY REPAIRED OR REPLACED PRODUCT WILL BE WARRANTED FOR ONLY THE UNEXPIRED TERM OF THE ORIGINAL WARRANTY. THIS WARRANTY APPLIES ONLY TO HEAT PUMPS INSTALLED IN THE UNITED KINGDOM.

WARRANTY CLAIM PROCESS

If you have a warranty claim you should notify MTUK immediately and phone assistance shall be provided to confirm if the component is faulty. Once the component/operation has been confirmed as faulty, the replacement component must be paid for in full or ordered on account with an approved partner unless agreed otherwise prior to dispatch.

The following documents must be made available to MasterTherm in the event of a claim:

- Proof of purchase
- System schematic
- System design info - inc. ground loop design information where applicable
- MasterTherm Commissioning/Activation form
- A full copy of servicing records

Where MasterTherm acknowledges a warranty claim, the cost of repair of the unit will be covered by MTUK. We are required to have the defective part sent back for assessment and reviewed by the manufacturer to confirm the fault. Where the part is not returned, the warranty does not apply and replacement part remains chargeable. Should prior payment have been made for the replacement component, a credit/payment will be raised to the customer or authorised contractor who installed the Heat Pump shall be eligible to claim labour costs in line with the Warranty Labour Allowance Schedule.

To make a claim complete and submit the MasterTherm Warranty Claim Form located at the following website address: https://www.thermalearth.co.uk/mt_warrantyclaim, or send an email to: info@thermalearth.co.uk

Chargeable Repairs:

A charge may be made (if necessary following testing of parts at MasterTherm) if the cause of the breakdown is due to any faults caused by the plumbing or heating system, e.g. contamination of parts due to system contamination, sludge, scale, debris or trapped air. See exclusions for full details.

Hard Water Advice

If you live in a hard water area, protection against scaling of the heat exchanger inside the heat pump must be provided. You should fit an appropriate scale inhibitor or water softener or fill the system with neutral water as any breakdown caused by water scaling is not covered by either the manufacturer's warranty. Ask your installer for advice.

MasterTherm shall not be liable for:

Any consequential or economic loss, howsoever arising from any defects affecting the product or from any delay in repairing or replacing the product. Any fault or costs of repair resulting from: incorrect selection or/and installation of the equipment, including defective design and/or application, inadequate commissioning, inappropriate maintenance or neglect, accidental or/and deliberate damage, misuse, normal wear and tear and any unauthorised alteration or repair; the costs of any ordinary or specified product maintenance, and costs or/and faults resulting from any other use but the purpose the products are intended for. Any extension to this warranty following the replacement of a faulty component or product. This warranty can only be transferred to new occupiers of the building in which the Heat Pump System is installed. Removal and refitting in another location invalidates this warranty.

LABOUR CLAIMS PROCESS

It is normal industry practice that the installation company guarantees all first year service expenses to the owner. Therefore MTUK offers a Labour Allowance Policy to help partially offset the contractor's replacement or repair costs associated with the Heat Pump. All project information stated above must be provided.

Requests for warranty labour for parts replacement require a completed Warranty Labour Request Form.

Labour warranty that does not require replacement of a part please follow the following directions.

1. Allowance(s) that do not include replacement of a part must be submitted directly to MTUK within 90 days from the date of the repair work.
2. The Labour Allowances shown below are maximum amounts that will be allowed. Labour charges of greater value than listed below will not be considered.

Note: Failure to follow proper filing procedures does not extend the allowance grace period beyond 90 days from the date of the repair. If the allowance request is not filed directly with the MTUK Sales Department strictly in accordance to the following procedure and within 90 days from the date of the repair, all charges will be denied with no further consideration. **NO EXCEPTIONS!**

Filing for Warranty Labour Allowance:

1. Complete the MasterTherm Warranty Claim Form located at https://www.thermalearth.co.uk/mt_warrantyclaim
2. Ensure contractor's invoice for replacement/repairs are attached to the Warranty Claim Form and details of replacement/repair are outlined as according to the table below.

WARRANTY LABOUR ALLOWANCE SCHEDULE

Replacement/Repair Allowances	Labour Allowance	Replacement/Repair Allowances	Labour Allowance
Water Heat Exchanger Replacement	£300	Circulation Pump Replacement	£80
Compressor Replacement	£350	Main Board Replacement	£80
Air Heat Exchanger Replacement	£400	Box Cooling Fan Replacement	£40
Reversing Valve Body Replacement	£300	Evaporator Fan Replacement	£120
Reversing Valve Solenoid Replacement	£150	Noise Repair	£40
Expansion Valve/Drier/Sight Glass Replacement	£200	All Other Warranty Component Replacement	£40
Refrigerant Leak (brazing required)	£160	Additional Allowances:	
Service Valve Replacement	£100	Diagnostic Allowance – 1 per claim	£35
Pressure Switch or Transducer Replacement	£50	Travel Allowance – 1 per claim	£35
Water Leak Repair	£80	Refrigerant Allowance – R410a	£50/kg

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