



Heat Pump Warranty Terms and Conditions

1.1 What these terms cover

These are the terms and conditions under which Alpha Therm Ltd provides a manufacturer's warranty for eligible heat pump products and, where applicable, associated components supplied by us (the "Product") to you, the owner of the Product ("you" or "your").

These Terms explain what is covered by the Warranty, the conditions that apply, what is excluded, and how you can make a claim.

We reserve the right to amend these Terms from time to time. Any changes will not affect a Warranty already registered with us unless required by law.

1.2 Why you should read these terms

Please read these Terms carefully. They set out the scope and duration of your Warranty and the requirements that must be met for the Warranty to remain valid.

This Warranty is in addition to, and does not affect, your statutory rights under applicable consumer protection legislation.

2. INFORMATION ABOUT US AND HOW TO CONTACT US

2.1 Who we are

We are Alpha Therm Ltd, a company incorporated in England and Wales.

Our registered office address is:

Alpha Therm Ltd

Nepicar House
London Road
Wrotham Heath
Kent TN15 7RS
United Kingdom

Company number: 882439

VAT registration number: **749 3667 82**

2.2 How to contact us

You can contact Alpha Therm and/or submit a claim under this Warranty by:

Telephone: 0344 871 8760

Email: info@alpha-innovation.co.uk

Website: www.alpha-innovation.co.uk

Post: Alpha Therm Ltd, Nepicar House, London Road
Wrotham Heath.
Kent TN15 7RS.

Our contact details and opening hours may change from time to time. The most up-to-date contact information will be available on our website.

2.3 Interpretation

In these Terms:

- “Alpha Therm”, “we”, “us” and “our” means Alpha Therm Ltd;
 - “you” and “your” means the owner of the Product;
 - “Product” means the heat pump and any components expressly covered by this Warranty;
 - “Warranty” means the manufacturer’s warranty described in these Terms;
 - “Installer” means the person or company responsible for installing and/or commissioning the Product;
 - “Commissioning” means the process of putting the Product into operation in accordance with the manufacturer’s installation and commissioning requirements; and
 - references to “writing” or “written” include email communications unless otherwise stated.
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3. THE MANUFACTURER’S WARRANTY

3.1 Products covered by the Warranty

Subject to these Terms, the Warranty applies to eligible heat pumps and associated components that are:

- manufactured and/or supplied by Alpha Therm;
- installed within the United Kingdom; and
- expressly identified by Alpha Therm as being covered by the Warranty.

The specific Product model, serial number and applicable Warranty period will be recorded at the time of registration.

Where Alpha Therm supplies third-party components as part of a heat pump system, those components will only be covered where Alpha Therm expressly confirms that they are included within the Warranty. Otherwise, they will remain subject to the relevant manufacturer's own warranty or warranty.

3.2 What the Warranty covers

Subject to these Terms, if a Product develops a fault or defect in materials or workmanship during the applicable Warranty period, Alpha Therm may, at its discretion:

- repair the defective component;
- replace the defective component;
- replace the Product or relevant part of the Product; or
- take any other action reasonably required to remedy the covered defect.

Where a valid claim is accepted, Alpha Therm will normally cover the reasonable cost of parts and labour required to remedy the covered defect, subject to the terms and exclusions of this Warranty.

We will not reimburse any third-party repair, replacement, labour or other costs unless those costs have been expressly authorised by Alpha Therm in writing before the work is undertaken.

The Warranty does not include the cost of routine servicing, preventative maintenance or other work that is not required to remedy a defect covered by the Warranty.

3.3 When the Warranty starts

Unless otherwise stated in writing, the Warranty will commence on the date the Product is successfully commissioned, provided that commissioning takes place within **twelve (12) months of the Product's date of manufacture**.

If the Product is not commissioned within twelve (12) months of its date of manufacture, the Warranty will commence twelve (12) months after the Product's date of manufacture.

Where the Product forms part of a wider heat pump installation, the Warranty applies to the Product and covered components supplied by Alpha Therm and does not automatically extend to the wider heating system, property, installation or third-party equipment.

3.4 Duration of the Warranty

The standard Warranty period is **five (5) years**, unless a longer period is expressly stated by Alpha Therm for the relevant Product, installation package or registered installation.

The applicable Warranty period will be confirmed at the time of registration or in the documentation supplied with the Product.

Additional or extended Warranty periods may be subject to specific conditions, including requirements relating to installation, installer accreditation, registration and servicing.

3.5 Checking your Warranty

You may contact Alpha Therm using the details in section 2.2 to confirm:

- whether your Product is registered;
- the date on which the Warranty commenced;
- the applicable Warranty period; and
- whether any extended Warranty applies.

You may be asked to provide the Product serial number, installation address, installation date and/or proof of purchase.

3.6 Repairs and replacement

Any repair or replacement carried out under this Warranty does not restart or extend the original Warranty period.

Any replacement component supplied under the Warranty will be covered only for the remainder of the original Warranty period, unless Alpha Therm expressly confirms otherwise in writing.

3.7 Who can make a claim

The Warranty is available to the owner of the Product.

If ownership of the Product changes, the Warranty may transfer to the new owner provided that:

- the Product remains installed at the original installation address; and
- the new owner can provide reasonable evidence of ownership and the original installation/registration details.

Alpha Therm reserves the right to require reasonable evidence before accepting a claim from a new owner.

4. WARRANTY CONDITIONS

4.1 Conditions of the Warranty

The Warranty is subject to the following conditions.

4.1.1 Correct installation

The Product must be correctly installed and commissioned by a competent and appropriately qualified installer in accordance with:

- Alpha Therm's and/or the relevant manufacturer's installation instructions;
- all applicable laws and regulations;
- applicable building regulations;
- applicable electrical regulations;
- applicable industry standards; and
- any relevant certification or accreditation requirements.

Where applicable, the Installer must hold the appropriate qualifications and certifications for the work undertaken, including any relevant **MCS, F-Gas, electrical or other certification** required by law or by the manufacturer.

4.1.2 Suitability of the installation

The heat pump system must have been correctly sized, designed and installed for the property and intended application.

The installation must include any necessary components, controls, emitters, pipework, electrical supplies, condensate arrangements, system protection and other equipment required for the safe and proper operation of the Product.

Where Alpha Therm is not responsible for the system design or installation, Alpha Therm is not responsible for defects or inadequate performance arising from an unsuitable or incorrectly designed system.

4.1.3 Safe and suitable access

The Product must be installed in an area that can be accessed safely and reasonably for inspection, servicing, maintenance and repair.

Where access requires specialist equipment, including scaffolding, lifting equipment, specialist access equipment, or any other measures, the homeowner is responsible for arranging and providing suitable, safe access.

4.1.4 Indoor and cupboard installations

Where the Product or associated equipment is installed inside a cupboard, plant room, loft or other enclosed area, adequate ventilation, working clearances and access must be provided in accordance with the relevant installation instructions.

4.1.5 Loft installations

For loft installations, you are responsible for ensuring that safe access is available, including, where required:

- a suitable fixed loft ladder;
- adequate and secure boarding, allowing access to and around the appliance;
- sufficient permanent lighting;
- unobstructed access to the Product; for the engineer with any parts and tools required. and
- a safe working area around the Product.

4.1.6 Product registration

The Product must be registered with Alpha Therm within **30 days of commissioning**, unless Alpha Therm specifies a different registration period.

Failure to register the Product within the required period may affect eligibility for any Warranty or additional benefits.

4.1.7 Domestic use

Unless expressly agreed otherwise in writing, the Product must be used solely in a domestic environment.

For these Terms, domestic use means the use of the Product to provide heating and/or hot water for a private residential property and its occupants.

Commercial, industrial, agricultural, business, rental or other non-domestic applications are excluded unless expressly confirmed by Alpha Therm in writing.

4.1.8 Servicing and maintenance

The Product must be maintained and serviced at the intervals specified by Alpha Therm and/or the relevant manufacturer.

Where an annual service is required, it must be carried out by Alpha Therm or by a suitably competent and qualified engineer.

Details of servicing and maintenance must be retained and made available to Alpha Therm if requested.

4.1.9 No unauthorised relocation

Following installation and commissioning, the Product must not be moved, relocated, dismantled or materially altered without Alpha Therm's prior written authorisation.

Any relocation or alteration may affect the validity of the Warranty.

4.1.10 System operation

The Product must be operated in accordance with the operating instructions and manufacturer recommendations.

You must carry out routine user-maintenance tasks specified in the operating instructions, including cleaning filters where applicable, maintaining unobstructed airflow around external units and carrying out basic resets where instructed.

5. EXCLUSIONS FROM THE WARRANTY

5.1 General exclusions

The Warranty does not cover faults, damage, loss or costs arising from any of the following:

5.1.1 Wear and consumable items

Consumable items and components subject to normal wear and tear are excluded, including where applicable:

- filters;
- seals and gaskets;
- batteries;
- refrigerant where loss is not attributable to a covered manufacturing defect;
- protective devices; and
- other items identified by Alpha Therm or the manufacturer as maintenance or consumable items.

5.1.2 Routine maintenance

Routine servicing, preventative maintenance, cleaning, inspection or adjustment is not covered unless required to remedy a defect that is itself covered by this Warranty.

5.1.3 Third-party equipment

The Warranty does not cover third-party products, equipment or components unless Alpha Therm has expressly confirmed in writing that they are covered.

This includes, where applicable:

- third-party controls;
- thermostats;
- smart heating systems;
- building management systems;
- electrical equipment;
- pumps;
- valves;
- cylinders;
- radiators;
- underfloor heating systems;
- pipework;
- wiring; and
- other ancillary equipment.

5.1.4 Installation and system design

The Warranty does not cover faults or inadequate performance caused by:

- incorrect installation;
- incorrect commissioning;
- incorrect system design;
- incorrect heat pump sizing;
- inadequate or unsuitable emitters;
- incorrect pipework;
- inadequate insulation;
- incorrect hydraulic configuration;
- inadequate electrical supply;
- incorrect controls or settings;
- poor balancing;
- inadequate water flow;
- inappropriate system temperatures; or
- any other defect or deficiency in the installation or wider heating system.

5.1.5 Misuse or neglect

The Warranty does not cover damage or failure resulting from misuse, neglect, abuse, tampering, unauthorised modification, incorrect operation, leaving the appliance out of operation for extended periods of time without a permanent power supply or failure to follow the manufacturer's instructions.

5.1.6 External unit obstruction

The Warranty does not cover damage or performance issues caused by obstruction of airflow to or from the external unit, including accumulation of leaves, vegetation, snow, ice, debris or other materials where reasonable user maintenance would have prevented the issue.

5.1.7 External events

The Warranty does not cover damage caused by external events or circumstances beyond Alpha Therm's reasonable control, including:

- fire;
- flood;
- lightning;
- storms;
- frost or extreme weather;
- vermin;
- vandalism;
- theft;
- accidental damage;
- power surges;
- electrical supply interruptions;
- incorrect voltage or electrical supply; or
- other external events.

5.1.8 Electrical supply

The Warranty does not cover damage or failure caused by an unsuitable, interrupted, unstable or incorrectly installed electrical supply, including incorrect circuit protection, wiring, isolation, earthing or distribution board arrangements.

5.1.9 Refrigerant system

Where applicable, the Warranty does not cover loss of refrigerant or refrigeration-system faults caused by installation, pipework, joints, external damage, leakage, unauthorised work or any other cause that is not a manufacturing defect in the Product.

5.1.10 Damage during transportation or installation

The Warranty does not cover damage caused during transportation, handling or installation where such damage is caused by a third party or by failure to follow the relevant handling and installation requirements.

5.1.11 Unauthorised repairs

The Warranty does not cover any repair, modification or replacement undertaken without Alpha Therm's prior written authorisation where such authorisation is required under these Terms.

5.1.12 Changes to the property

The Warranty does not cover inadequate performance or damage arising from changes made to the property or heating system after installation, including:

- extensions;
- alterations to rooms;
- changes to insulation;
- replacement of radiators or other emitters;
- changes to pipework;
- changes to controls;
- changes to occupancy or heating requirements; or
- other modifications that affect the operation or performance of the heat pump system.

5.1.13 Changes in legislation or standards

The Warranty does not include the cost of upgrades required solely because of changes in legislation, regulations, health and safety requirements, building standards or Alpha Therm's current installation or manufacturing standards where the Product was compliant when originally installed.

5.1.14 User support

The Warranty does not include visits or attendance solely to:

- demonstrate operation of the Product;
- provide user training;
- explain controls or settings;
- reset the system;
- change user settings; or
- provide general advice where no covered defect is present.

5.1.15 User maintenance

The Warranty does not cover work that is the customer's responsibility under the operating instructions, including routine cleaning, checking filters, maintaining access to the equipment, clearing obstructions around the external unit or carrying out basic resets.

6. ATTENDANCE

6.1 Parking

Legal and free of use parking must be provided by the homeowner within a reasonable distance to the property allowing equipment and parts to be transported with ease, this includes providing permits where required.

6.2 Charges for non-covered work

Alpha Therm reserves the right to charge for attendance, inspection, diagnosis, labour, parts and other costs where:

- the fault is not covered by the Warranty;
- an exclusion in section 5 applies;
- the Warranty conditions have not been met;
- the Product is not registered;
- the Product has been incorrectly installed or commissioned;
- the issue is caused by third-party equipment or the wider heating system; or
- no fault is found with the Product.

Where reasonably practicable, Alpha Therm will explain any applicable charges before undertaking chargeable work.

6.3 Payment in advance

Where Alpha Therm has reasonable grounds to believe that an attendance or repair is unlikely to be covered by the Warranty, we may require payment of an attendance or diagnostic charge before arranging a visit.

Any applicable charge will be notified to you before the visit wherever reasonably practicable.

7. MAKING A WARRANTY CLAIM

7.1 How to make a claim

To make a claim, you should contact Alpha Therm using the contact details in section 2.2 as soon as you become aware of a fault.

You may be asked to provide:

- your name and contact details;
- the installation address;
- the Product model;
- the Product serial number;
- the date of installation and commissioning;
- proof of purchase;
- details of the Installer;
- evidence of registration;
- servicing records; and
- a description of the fault.

7.2 Investigation of claims

Alpha Therm may inspect the Product and installation to determine whether the reported fault is covered by the Warranty.

If the investigation establishes that the fault is not covered, you may be responsible for the reasonable costs incurred in attending, diagnosing or repairing the Product.

7.3 Third-party repairs

You must not instruct another contractor to repair or replace the Product and subsequently seek reimbursement from Alpha Therm unless Alpha Therm has authorised the work in writing beforehand.

8. LIMITATION OF THE WARRANTY

8.1 Scope

This Warranty applies only to defects in the Product that fall within the scope of section 3.2 and are not excluded under these Terms.

Alpha Therm is not responsible under this Warranty for defects in the wider heating system, the property or third-party products unless expressly stated otherwise.

8.2 Consequential costs

Unless required by law, the Warranty does not cover consequential or incidental costs or losses arising from a Product failure, including:

- temporary heating or hot water arrangements;
- alternative accommodation;
- loss of income or earnings;
- increased energy costs;
- damage to property or decoration;
- costs of removing or reinstating fitted or built-in equipment; or
- other indirect losses.

Nothing in these Terms excludes or limits any liability that cannot legally be excluded or limited.

9. TRANSFER OF OWNERSHIP

9.1 Sale of the property

If the property containing the Product is sold, you should inform the purchaser of the existence and terms of this Warranty.

Subject to the conditions in these Terms, the Warranty may transfer to the new owner for the remainder of the original Warranty period.

9.2 Changes to the Product

The Warranty may cease to apply if the Product is removed, relocated, substantially modified or altered without Alpha Therm's prior written approval.

10. GENERAL

10.1 Statutory rights

This Warranty is provided in addition to your statutory rights. Nothing in these Terms affects any rights or remedies you may have under applicable law.

10.2 Events outside our control

Alpha Therm will not be responsible for any delay in providing services under the Warranty where that delay is caused by circumstances beyond our reasonable control, including severe weather, flooding, supply shortages, industrial action, transport disruption, government action, utility failures or other events beyond our reasonable control.

10.3 Governing law

These Terms are governed by the laws of England and Wales, unless applicable law requires otherwise.

Any dispute arising in connection with these Terms will be subject to the jurisdiction of the courts of England and Wales, except where applicable consumer protection law provides otherwise.

10.4 Amendments

Alpha Therm may update these Terms from time to time. The version applicable to your Product will generally be the version in force when your Warranty was registered, unless a later change is required by law or is expressly agreed with you.

11. IMPORTANT INFORMATION

The Warranty is dependent on the Product being correctly installed, commissioned, operated and maintained.

Please retain the following documents for the duration of your Warranty:

- proof of purchase;
- installation and commissioning records;
- Product registration confirmation;
- installation certificate(s);
- MCS certificate, where applicable;
- service records;
- Product serial number; and
- operating and maintenance instructions.

Failure to retain these documents may make it more difficult to process a Warranty claim and may require additional evidence to establish eligibility.