

Air-to-Air Heat Pump Warranty Terms and Conditions

The logo for Alpha, featuring the word "Alpha" in a white, italicized, sans-serif font on a red rectangular background.

Manufacturer's Five-Year Functional Warranty

1. Warranty Coverage

The Manufacturer warrants that its air-to-air heat pump products shall be free from defects in materials and workmanship under normal operating conditions for a period of **five (5) years** from the date of the original installation, subject to the terms and conditions set out in this warranty.

This warranty applies only to products that have been installed, commissioned, and operated in accordance with the Manufacturer's installation instructions, applicable regulations, and recognised industry standards.

2. Scope of Warranty

During the five-year warranty period, the Manufacturer will, at its sole discretion, repair or replace any component found to be defective due to faults in manufacturing or materials.

This warranty covers the functional operation of the equipment and applies only to defects attributable to the Manufacturer.

3. Exclusions

This warranty does not cover defects, failures, or damage resulting from:

- Incorrect installation or commissioning.
- Failure to follow the Manufacturer's installation, operation, or maintenance instructions.
- Lack of routine maintenance.
- Accidental damage, misuse, neglect, or unauthorised modification.
- Power supply faults or external electrical issues.
- Environmental conditions beyond the Manufacturer's control.
- Normal wear and tear.

4. Refrigerant Circuit Exclusion

The Manufacturer's warranty **does not cover any loss of refrigerant pressure or refrigerant charge caused by leaks occurring within the installation pipework or at the field-installed pipe connections between the indoor and outdoor units.**

All refrigeration pipework, flare joints, brazed joints, valves, and other installation-related refrigerant connections are the responsibility of the installing contractor unless otherwise agreed in writing.

Any refrigerant loss resulting from installation defects or pipework failures is expressly excluded from this warranty.

5. Fault Reporting Procedure

Before reporting any suspected refrigeration or performance fault to the Manufacturer, the following procedure must be completed:

1. The original installing contractor, where reasonably available, must inspect the system and verify the fault.
2. If the original installer is unavailable, a suitably qualified and certified **F-Gas engineer** must carry out the inspection.
3. The engineer must perform appropriate tests on the refrigerant circuit between the indoor and outdoor units, including leak detection and pressure testing where necessary, to confirm that the installation pipework and field-installed connections are free from refrigerant leaks.
4. Where the investigation confirms that the fault is due to refrigerant loss from the installation pipework or field-installed joints, the warranty claim will be rejected, and any associated repair costs shall remain the responsibility of the owner or installer.
5. Where the refrigerant circuit is confirmed to be sound and the fault is determined to be a manufacturing defect, the Manufacturer will process the warranty claim in accordance with these terms.

6. Warranty Claim Requirements

When submitting a warranty claim, the following information may be required:

- Product model and serial number.
- Date of installation.
- Proof of purchase.
- Installation and commissioning records.
- Service and maintenance history, where applicable.
- A written report from the installer or qualified F-Gas engineer detailing the diagnostic checks undertaken.

Failure to provide sufficient supporting information may delay or invalidate the warranty claim.

7. Warranty Limitation

7a. Installation Height

Any product installed or mounted at a height that prevents servicing by an engineer working safely from ground level – without the use of ladders, scaffolding, lifts, or other access equipment – will not be covered under the normal warranty terms and conditions. The warranty applies only to products that are installed in locations allowing safe and direct access for standard maintenance and repair procedures

7b. 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.

7c. Reasonable Access

You must provide Alpha Therm Ltd, or an engineer appointed by Alpha Therm Ltd, with reasonable access to the Product where attendance is required to investigate or remedy a Warranty claim. If safe access cannot be provided, Alpha Therm Ltd may postpone the visit until suitable access is available.

8. Limitation of Liability

The Manufacturer's liability under this warranty is limited solely to the repair or replacement of defective products or components.

The Manufacturer shall not be liable for:

- Labour costs unless expressly agreed in writing.
- Refrigerant replacement resulting from installation-related leaks.
- Loss of heating or cooling.
- Loss of income or business interruption.
- Damage to property.
- Indirect, incidental, or consequential losses.

9. Statutory Rights

This warranty is provided in addition to, and does not affect, any statutory rights available to the purchaser under applicable consumer protection legislation.

10. Acceptance

Installation and use of the product constitute acceptance of these Warranty Terms and Conditions.

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