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## Warranty Terms and Conditions

Viessmann Vitocal heat pumps provide customers with the comfort and peace of mind of a free parts and labour repair service subject to the terms and conditions below and the warranty period of your heat pump. During the period of the warranty, we will at our option, repair or replace a heat pump 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.

### Warranty qualification requirements

1. For standard warranty of 2 years, you or your installer can register the installation, using the online option available at <https://www.viessmann.co.uk/support/heat-pump-warranty-registration>.

#### Great Britain:

In order for your heat pump to qualify for a warranty longer than 2 years, your installation must be registered with Viessmann within 30 days, the model must be valid for a longer warranty and must be installed by a Viessmann Trained Installer.

For the sale of extended warranties, your heat pump installer must be registered as trained by Viessmann, your installer must register your installation within 30 days using the online option available and you must pay for the extended warranty.

#### Eire and Northern Ireland:

In order for your heat pump to qualify for a warranty longer than 2 years, your installation must be registered with Precision Heating within 30 days, the model must be valid for a longer warranty and must be installed by a Viessmann Trained Installer.

Should these conditions not be met, the standard Viessmann warranty of 2 years from the date of delivery shall apply.

2. The warranty is conditional upon the correct installation, commissioning and maintenance procedures having been carried out in accordance with the appliance instructions and provided that it has been used solely for the purposes it was designed for. The heat pump must have been installed and commissioned within 12 months of the date of manufacture.

Incorrect installation according to the manufacturer's instructions will result in the warranty lapsing.

3. The product must be serviced either by a Viessmann Trained Installer or another competent servicing company within one year (and each following year) of the installation date and the details retained in a service record.

Failure to meet this condition will result in the warranty lapsing. Proof of service will be required before any warranty repairs can be carried out.

4. Removal or relocation of the heat pump from its original place of installation, without prior consent, will result in the warranty lapsing.

6. Service under the warranty does not affect the expiry date of the guarantee. The cost of the annual service is not included in the warranty.

7. If the heat pump suffers a mechanical or electrical breakdown, please contact us using one of the following options:

Eire and N.I.: +353 1809 1571

Great Britain: 01952 675060

Email: [aftersales-uk@viessmann.com](mailto:aftersales-uk@viessmann.com)

8. Full details of Viessmann's liability are provided in the Terms & Conditions of Sale, which can be downloaded from [www.viessmann.co.uk](http://www.viessmann.co.uk)

What this warranty covers:

If your equipment breaks down we will repair it and cover the cost of parts and labour in accordance with these terms and conditions, unless:

- a) we cannot repair it; or
- b) the cost of the repair exceeds the cost of a replacement.

In the unlikely event that we cannot repair your equipment we will replace it. All replaced parts or products will become the property of Viessmann Limited.

Costs and fees that are not covered by this warranty:

10. Viessmann cannot accept responsibility for costs arising from repair or maintenance carried out by any unauthorised third party, or that do not conform to industry standards. Viessmann will therefore not reimburse any unauthorised third party costs incurred for repairs carried out while the product is under warranty. If in doubt please contact Viessmann After-sales service on 01952 675060.

11. The warranty does not cover issues related to installation or the design and maintenance of the heating system and it may be necessary to charge a call out fee for service visits booked directly as a result of incorrect installation, heating system design and maintenance.

12. Please note that in the event of a warranty callout, it is the responsibility of the customer/installer to provide safe working access to the product (this includes ladders, scaffolding, harnesses, etc). An engineer may not attend to a heat pump if a health and safety risk is identified.

13. Under the warranty, Viessmann will fix or replace any manufacturing or material defects. This does not include components that may need replacing due to fair wear & tear.

14. Under certain exceptional circumstances callouts requested to heat pumps may require a refundable deposit payable before the engineer's visit. This will be returned in full if the diagnosed fault is covered under the standard or extended warranty.

15. What is excluded from the warranty:

- a) Accidental damage, theft, attempted theft, malicious damage or damage caused by fire or explosion.
- b) Callouts or faults arising from floods, lightning, storms, frost or other bad weather conditions.
- c) Costs if no fault is found on the equipment.
- d) The costs of replacing items resulting from fair wear and tear, or that are intended to be replaced such as fuses, batteries, filters etc.
- e) Modifications that are not authorised or agreed by Viessmann.
- f) Switching on the heat pump, or carrying out adjustments to programmers, switches or controls.
- g) Callouts or faults relating to airlocks, balancing or venting radiators.
- h) Callouts or faults arising from any problem with the supply of water, gas, oil or electricity.
- i) Loss or damage caused by the product or equipment not working.
- j) Cosmetic damage such as damage to paintwork or dents or scratches on the equipment.
- k) Any costs arising from gaining safe working access to any part of the equipment.
- l) Any water pressure adjustments on sealed systems, including recharging of expansion vessels.
- m) Supplies to the heat pump, e.g. power supply, hydraulic lines, data cables.
- n) Callouts or faults arising from sludge, blockages, scale or poor system water quality.
- o) Unvented pressurised cylinders.
- p) Third party or unauthorised costs.

- q) A 24hr emergency callout service. (Viessmann will endeavour to respond as quickly as possible).
- r) Viessmann will not accept responsibility for the removal of cupboards, units or trims in order to gain access for repairs. Cupboard installations must conform to the installation instructions and the minimum clearances must be provided.

Please note

This Warranty only applies to Vitocal heat pumps installed in the UK and Eire.

This guarantee does not affect your statutory rights and is provided in addition to your consumer rights as provided by law. More information on your statutory rights can be obtained from Citizen's Advice <https://www.citizensadvice.org.uk/>.

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