

# WARRANTY

## AMICUS LOW TEMPERATURE HEAT PUMP

Model	*Warranty Period		Working temperature and flow rates
Amicus low temperature range	All components	1 year*	Working temperature must be no greater than 60°C, flow rates must match those given within the ICM manual for the appliance type. A suitable buffer vessel must be installed between the appliance and LTHW system.

\*the warranty can be increased to 2 years full parts and labour subject to a service contract being entered into with Lochinvar Limited. For further details contact Lochinvar Service Manager.

### General Warranty

Our warranty is to provide a replacement component in exchange for the return of the defective component and is subject to an audit upon receipt of the faulty component. Replacement components must be paid for in full prior to dispatch unless we agree otherwise. The warranty does not include any labour costs or carriage of the returned component. If (after verification and at the sole discretion of Lochinvar Limited) a component or part of the **Amicus Air Source Heat pump** supplied by Lochinvar Limited proves, within 12 months from the date of delivery of the original appliance (unless the equipment is commissioned by Lochinvar, in which case the warranty period will begin from the completion date of the initial commissioning) to be defective or fails to function correctly due to manufacturing and/or material defects, then Lochinvar Limited shall repair or replace this component or part.

### Conditions for installation and use

The warranty set out above will apply solely under the following conditions:

- The warranty is subject to the Amicus Air Source Heat pump being installed and maintained in accordance with the relevant Installation Commissioning and Maintenance Instructions and does not cover failures due to deliberate misuse, malicious damage, neglect, unauthorised alterations or repairs, accidental damage or third party damage.
- The Amicus Air Source Heat pump remains installed at the original site of installation.
- Working temperature must be no greater than 60°C, flow rates must match those given within the ICM manual for the appliance type.
- A suitable buffer vessel must be installed between the Amicus Air Source Heat pump and building LTHW system, sized as per guidance given within the ICM manual for the appliance type.
- The water pressure does not exceed the maximum values stated on the Amicus Air Source Heat pump rating plate.
- The Amicus Air Source Heat pump has been serviced correctly as per the required schedule
- The Amicus Air Source Heat pump is installed in a non-corrosive atmosphere or environment.

### Exclusions

The warranty set out above will not apply in the event of damage to the Amicus Air Source Heat pump caused by an external factor such as:

- Misuse, neglect (including frost damage), modification, incorrect and/or unauthorised use of the Amicus Air Source Heat pump and any attempt to repair leaks;
- Contaminants or other substances having been allowed to enter the Amicus Air Source Heat pump;
- Unfiltered, recirculated water flowing through the Amicus Air Source Heat pump
- Any attempts at repair to a defective Amicus Air Source Heat pump other than by an approved service technician; if the installation has not been cleaned and flushed in accordance with BS7593:2006 and a means of filtering installed;
- Any fault arising due to inadequate water quality or insufficient cleansing of the heating system is not covered by the warranty.

In certain circumstances, the heat pump and associated pipework may be at risk of freezing, suitable precautions must be taken to protect the system such as the use of Glycol. Lochinvar will not accept any warranty claims arising as a result of freeze damage to the heat pump.

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### Scope of the warranty

The obligations of Lochinvar Limited by virtue of the warranty provided do not extend beyond delivery free of charge from the warehouse of the parts or components of the Amicus Air Source Heat pump to be replaced; transport (including crane hire), labour, installation and other costs associated with the replacement shall not be borne by Lochinvar Limited.

### Claims

If a claim is to be made under the terms of our warranty, the original purchaser of the appliance should place a purchase order with Lochinvar Limited for the required component and obtain a Sales Return Order (SRO) number for the return of the defective component.

### To process any warranty claim, we require the following information:

- Appliance model number
- Appliance serial number
- Date and proof of purchase
- Brief description of fault

Upon receipt of the defective component, it will be tested and if the component is found to be faulty, a credit will be raised against the relevant invoice.

The warranty period starts from the date of delivery of the original appliance unless the equipment is commissioned by Lochinvar, in which case the warranty period will begin from the completion date of the initial commissioning. The warranty is held by the company/organisation that has placed the purchase order with us and is only valid if the appliance supplied has been paid for in full.

### Obligations of Lochinvar Limited

Lochinvar's total liability is limited to the value of the warranted appliance or component and it shall not be responsible for any loss of income, profits (actual or anticipated), contracts or for any other business related loss, indirect or consequential losses arising in connection with the warranted appliance or component. We retain the exclusive right to replace the product or offer a refund at our sole discretion. Such remedy shall be your sole and exclusive remedy for any breach of warranty.

Lochinvar's standard terms and conditions apply to this warranty and in the event of any inconsistency between the two, the wording in this warranty shall prevail.

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