



# **Air Source Heat Pump Seven year extended guarantee**

Version 1.3 – March 2020

**G1 Accredited Installer Scheme**

**If product is registered within thirty days of installation by a G1 Installer who has completed Grant Air Source Heat Pump product training and subject to the appliance being annually serviced.**

You are now the proud owner of an Air Source Heat Pump from Grant Engineering (UK) Limited which has been designed to give years of reliable, trouble free, operation.

Grant Engineering (UK) Limited guarantees the manufacture of the heat pump including all electrical and mechanical components for a period of **twelve months from the date of installation<sup>4</sup>**, provided that the heat pump has been installed in full accordance with the installation and servicing instructions issued.

If the heat pump has been installed by an G1 Accredited Air Source Heat Pump Installer (who has successfully completed Grant Air Source Heat Pump product training) and a Grant Mag One filter fitted, the guarantee period will be extended to a total period of **seven years**. The heat pump's seven year guarantee will only stand if it is registered with Grant Engineering (UK) Limited **within thirty days of installation<sup>4</sup>** and it is serviced at twelve monthly intervals<sup>3</sup>. See main Terms and Conditions below.

#### **Registering the product with Grant Engineering (UK) Limited**

In order for the seven year guarantee to apply, your G1 Accredited Air Source Heat Pump Installer must register your heat pump with Grant Engineering (UK) Limited within thirty days of installation<sup>4</sup>. This must be completed via the G1 online Portal where your installer can register your heat pump for a further **six years** guarantee (giving **seven years** from the date of installation<sup>4</sup>). This does not affect your statutory rights<sup>1</sup>.

#### **If a fault or defect occurs within the manufacturer's guarantee period**

If your heat pump should fail within the guarantee period, you must contact Grant Engineering (UK) Limited, who will arrange for the repair under the terms of the guarantee, providing that the heat pump has been correctly installed, commissioned and serviced (if the appliance has been installed for more than twelve months) by a competent person and the fault is not due to tampering, system water contamination, misuse, trapped air or the failure of any external components not supplied by Grant Engineering (UK) Limited, e.g. pipework, etc.).

**This seven year guarantee only applies if the heat pump is registered with Grant Engineering (UK) Limited within thirty days of installation<sup>4</sup> and is serviced every twelve months<sup>3</sup>.**

#### **In the first instance**

Contact your installer or commissioning engineer to ensure that the fault does not lie with the system components or any incorrect setting of the system controls that falls outside of the manufacturer's guarantee otherwise a service charge could result. Grant Engineering (UK) Limited will not be liable for any charges arising from this process.

#### **If a fault covered by the manufacturer's guarantee is found**

Ask your installer to contact Grant Engineering (UK) Limited Service Department on +44 (0)1380 736920 who will arrange for a competent service engineer to attend to the fault.

#### **Remember - before you contact Grant Engineering (UK) Limited:**

- Ensure the heat pump has been installed, commissioned and serviced by a competent person in accordance with the installation and servicing instructions.
- Ensure the problem is not being caused by the heating system or its controls.

#### **Free of charge repairs**

During the **seven year** extended guarantee period no charge for parts or labour will be made, provided that the heat pump has been installed and commissioned correctly in accordance with the manufacturer's installation and servicing instructions, it was registered with Grant Engineering (UK) Limited within thirty days of installation<sup>4</sup> and, for heat pumps over twelve months old, details of annual service is available<sup>3</sup>.

The following documents must be made available to Grant Engineering (UK) Limited on request:

- Proof of purchase
- Commissioning Report Form
- Service documents
- System Design Criteria

### Chargeable repairs

A charge may be made (if necessary following testing of parts) if the cause of the breakdown is due to any fault(s) caused by the plumbing or heating system, e.g. contamination of parts due to system contamination, sludge, scale, debris or trapped air. See 'Extent of manufacturer's guarantee' below.

### Extent of manufacturer's guarantee:

The manufacturer's guarantee does not cover the following:

- If the heat pump has been installed for over **seven years**.
- If the heat pump has not been installed and commissioned by a G1 Accredited Air Source Heat Pump Installer<sup>5</sup> in accordance with the installation and servicing instructions.
- If the heat pump has not been serviced by a competent person in accordance with the installation and servicing instructions.
- The serial number has been removed or made illegible.
- Fault(s) due to accidental damage, tampering, unauthorised adjustment, neglect, misuse or operating the heat pump contrary to the manufacturer's installation and servicing instructions.
- Damage due to external causes such as bad weather conditions (flood, storms, lightning), fire, explosion, accident or theft.
- Fault(s) due to incorrectly sized expansion vessel(s), incorrect vessel charge pressure or inadequate expansion on the system.
- Fault(s) caused by external electrics and external components not supplied by Grant Engineering (UK) Limited.
- Heat pump servicing, de-scaling or flushing.
- Checking and replenishing system pressure.
- Electrical cables and plugs, external controls not supplied by Grant Engineering (UK) Limited.
- Heating system components, such as radiators, pipes, fittings, pumps and valves not supplied by Grant Engineering (UK) Limited.
- Instances where the heat pump has been un-installed and re-installed in another location.
- Use of spare parts not authorised by Grant Engineering (UK) Limited.
- Consumable items including, but not limited to, antifreeze and biocide inhibitor.


### Terms of manufacturer's guarantee:

- The Company shall mean Grant Engineering (UK) Limited.
- The heat pump must be installed by a competent installer and in full accordance with the relevant Codes of Practice, Regulations and Legislation in force at the time of installation.
- The heat pump is guaranteed for **seven years** from the date of installation<sup>4</sup>, providing that it has been installed by a G1 Accredited Air Source Heat Pump Installer<sup>5</sup> and a Grant Mag One filter fitted. A proof of purchase may be required at the request of Grant Engineering (UK) Limited.
- The heat pump is guaranteed for **seven years** from the date of installation<sup>4</sup>, providing that every twelve months the annual service has been completed<sup>3</sup> and the heat pump registered with the Company within thirty days of the installation date<sup>4</sup>. Any work undertaken must be authorised by the Company and carried out by a competent service engineer.
- The internal heat exchanger of the heat pump is also covered by a **seven year parts and labour** guarantee from the date of installation<sup>4</sup>. This is subject to the following:
  - The heat pump is operated correctly, in accordance with the Installation and servicing instructions.
  - **A Grant Mag-One in-line magnetic filter/s being fitted in the heating system pipework. This must be installed and regularly serviced in accordance with the filter manufacturer's instructions. We reserve the right to ask for proof of installation – failure to provide this may result in the guarantee becoming invalid.**
  - Proof is provided that the system has been flushed or chemically cleaned where appropriate (refer to BS 7593) and that the required quantity of a suitable corrosion inhibitor added.
  - Proof of annual servicing (including the checking of any expansion vessels and pressure relief valves) must be provided if and when requested by the Company.
- This guarantee does not cover breakdowns caused by incorrect installation, neglect, misuse, accident or failure to operate the heat pump in accordance with the manufacturer's installation and servicing instructions.
- The heat pump is registered with the Company within thirty days of installation. Failure to do so does not affect your statutory rights<sup>1</sup>.
- The balance of the guarantee is transferable providing the installation is serviced prior to the dwelling's new owners taking up residence. Grant Engineering (UK) Limited must be informed of the new owner's details.
- The Company will endeavour to provide prompt service in the unlikely event of a problem occurring, but cannot be held responsible for any consequences of delay however caused.

- This guarantee applies to Grant Engineering (UK) Limited air source heat pumps purchased and installed on the UK mainland, Isle of Wight and Scottish Isles only<sup>2</sup>. Provision of in-guarantee cover elsewhere in the UK is subject to agreement with the Company.
- All claims under this guarantee must be made to the Company prior to any work being undertaken. Invoices for call out/repair work by any third party will not be accepted unless previously authorised by the Company.
- Proof of purchase and date of installation, commissioning and service documents must be provided on request.
- If a replacement heat pump is supplied under the guarantee (due to a manufacturing fault) the product guarantee continues from the installation date of the original heat pump, and **not** from the installation date of the replacement<sup>4</sup>.
- The replacement of a heat pump under this guarantee does not include any consequential costs.

**Foot notes:**

- <sup>1</sup> Your statutory rights entitle you to a one year guarantee period only.
- <sup>2</sup> The UK mainland consists of England, Scotland and Wales only. Please note that for the purposes of this definition, Northern Ireland, Isle of Man, Channel Islands and Scilly Isles are **not** considered part of the UK mainland.
- <sup>3</sup> We recommend that your air source heat pump is serviced every twelve months (even when the guarantee has expired) to prolong the lifespan and ensure it is operating safely and efficiently.
- <sup>4</sup> The guarantee period will commence from the date of installation, unless the installation date is more than six months from the date of purchase, in which case the guarantee period will commence six months from the date of purchase.
- <sup>5</sup> An installer must successfully complete Grant Air Source Heat Pump product training to become a G1 Accredited Air Source Heat Pump Installer.



## ServicePlan

Helping you maintain your Grant renewable heating system for years to come.

Have your renewable product serviced by a Grant in-house engineer and get peace of mind that your home heating system is working at its best.

- No complicated commitments
- Maintain your product warranty
- Maximise your system's efficiency
- Comply with RHI scheme requirements
- Prolong the lifespan of your Grant product

Contact the ServicePlan Team for more info:  
[serviceplan@grantuk.com](mailto:serviceplan@grantuk.com) | +44 (0)1380 736920

[www.grantuk.com](http://www.grantuk.com)