



MasterTherm

MASTERTHERM AIR & GROUND SOURCE HEAT PUMPS 3-YEAR AND 7-YEAR LIMITED WARRANTY

This limited warranty is provided by MasterTherm UK ("MTUK") and covers MasterTherm Heat Pumps (hereinafter referred to as "Heat Pump"). This warranty is provided to the original purchaser of the Heat Pump as long as the Heat Pump remains installed at its original place of installation.

WARRANTY COVERAGE

Seven Year Limited Warranty

MTUK warrants that all internal components incorporated into the Heat Pump at the time of shipment by MTUK shall remain free from defects in workmanship and materials from the date of commissioning, provided it is installed and properly maintained by a qualified and trained MTUK contractor and the other conditions of this warranty are met. If MTUK determines that the Heat Pump or any part of the Heat Pump has a defect in workmanship or materials, MTUK, at its option, will repair or replace, including labour charges at MTUK approved rates at the date of purchase, the defective part. The labour reimbursement amount shall be in accordance with the Warranty Labour Allowance Schedule as attached. Standard warranty is three years from date of commissioning, seven-year warranty is offered for units continuously connected to the Internet and confirmed as such by MTUK. Failure to maintain continuous connection to the Internet will revert the unit to standard three-year warranty.

HEAT PUMP SYSTEM ACCESSORIES

The Heat Pump may be delivered with MTUK supplied accessories and components which have not been incorporated into the Heat Pump at the time of shipment ("Other Components"). Such Other Components are warranted by MTUK to be free from defects in workmanship and material for two years from date of supply, provided they are installed and properly maintained by a qualified and trained HVAC contractor and the other conditions of this warranty are met. If a defect exists in the Other Components, MTUK will repair or replace them and pay for the associated labour charges at MTUK approved rates, if MTUK determines that a defect in workmanship or materials exists. In addition such Other Components may be warranted by the Manufacturer. You must contact the Manufacturer of the Other Components for matters relating to their Warranty.

ITEMS NOT COVERED

This limited warranty does not cover the following circumstances:

1. Heat Pumps installed in a building other than a one or two family residential dwelling, unless individual Heat Pumps are installed for each dwelling unit.
2. Components or parts not provided by MTUK.
3. Components or parts on which the tags or nameplates have been removed, altered or defaced.
4. Scratches in or discolouration of finishes.
5. Serviceable items and normal maintenance as required per the Installation and Maintenance Manual.
6. The workmanship of any installer. MTUK disclaims and does not assume any liability of any nature for unsatisfactory performance caused by improper installation, repair or maintenance.
7. Any labour or material costs for removal, reinstallation, repair and replacement of the defective component or part unless otherwise provided above.
8. Electricity or fuel costs, or any increases or unrealised savings in same, for any reason whatsoever.
9. Transportation to MTUK, if necessary.
10. Damage caused by excessive temperatures or pressures, fuel or gas explosion, electrochemical reaction, water and air impurities, electrical failures, use during construction, flooding or acts of God.
11. Any damage or failure resulting from the introduction of harmful chemicals, caustic fluids, or liquids detrimental to copper tubing, including but not limited to improperly applied or maintained heat transfer fluids or chlorinated pool or spa water.
12. Any damage or failure resulting from improper unit sizing or under sizing by the installer.
13. Except as set forth above related to Other Components, components of the Heat Pump system that are part of the Heat Pump system into which the Heat Pump is incorporated that are not MTUK products are not covered by this warranty and are limited to the warranty of the manufacturer of such components. In order to file a claim for warranty you should contact the manufacturer.
14. Shipping charges, delivery expenses or administrative fees incurred by the purchaser in repairing or replacing the Heat Pump.

CONDITIONS OF WARRANTY

The warranty herein is void under the following circumstances:

1. Failure or malfunction resulting from improper or negligent operation, accident, abuse, freezing, electrical imbalance characteristics, misuse, unauthorized alteration, incorrect electrical supply, electrical surges, or improper installation, repair or maintenance. See the Installation and Maintenance Manual for installation and maintenance information.
2. Failure or malfunction resulting from any conditions within the structure, including mold and/or mildew and/or any chemical or toxin secreted there from or damage resulting from mold, fungus or bacteria.
3. Failure or malfunction resulting from a contaminated or corrosive air or liquid supply, the addition of unapproved chemicals, operation at abnormal temperatures, pressures or flow rates, opening of the refrigerant circuit by unqualified personnel or any attachment, accessory or component not authorised and approved by MTUK. See the Installation and Maintenance Manual for installation and maintenance information.
4. Failure or malfunction due to misapplication or faulty building design or construction, including inadequate refrigerant levels, condensate drain, duct work design or installation.
5. Products on which payment to MTUK is or has been in default.
6. Work performed without prior authorisation or approval and without authorisation/requisition number and without proper documentation verifying compliance with above terms.

LIMITED WARRANTY

OTHER THAN THE OBLIGATIONS OF MTUK EXPRESSLY SET FORTH HEREIN, **MTUK DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.** MTUK'S SOLE OBLIGATION WITH RESPECT TO THE HEAT PUMP AND PURCHASER'S EXCLUSIVE REMEDIES ARE SET FORTH IN THE FOREGOING LIMITED WARRANTY. **MTUK SHALL NOT BE LIABLE FOR ANY INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR SIMILAR DAMAGES** INCLUDING, WITHOUT LIMITATION, INJURY OR DAMAGE TO PERSONS OR PROPERTY OR DAMAGES FOR LOSS OF USE, LOST PROFITS, INCONVENIENCE OR LOSS OF TIME.

NOTE THAT ANY REPAIRED OR REPLACED PRODUCT WILL BE WARRANTED FOR ONLY THE UNEXPIRED TERM OF THE ORIGINAL WARRANTY.

THIS WARRANTY APPLIES ONLY TO HEAT PUMPS INSTALLED IN THE UNITED KINGDOM.

WARRANTY CLAIMS PROCESS

If you have a warranty claim you should notify MTUK. To process your claim, you will need a copy of your original invoice or other proof of purchase, the product serial number and documentation showing the original installation date and location. The alleged defective components or parts must be returned to MTUK in accordance with MTUK procedure then in force for handling goods returned for the purpose of inspection to determine cause of failure (contact MTUK if you have questions regarding the return process). If MTUK determines that the returned components and/or parts are defective and that this warranty applies, MTUK will furnish the repaired or replacement components and/or parts to an authorised contractor who installed the Heat Pump.

To make a claim complete and submit the MasterTherm Warranty Claim Form located at the following website address: https://www.thermalearth.co.uk/mt_warrantyclaim, or send an email to: info@thermalearth.co.uk

LABOUR CLAIMS PROCESS

It is normal industry practice that the installing contractor guarantees all first year service expenses to the owner. Therefore MTUK offers a Labour Allowance Policy to help partially offset the contractor's replacement or repair costs associated with the Heat Pump. Proof of commissioning will be required. No labour allowance will be given for thermostats or other accessories.

Requests for warranty labour for parts replacement require a completed Warranty Labour Request Form.

Labour warranty that does not require replacement of a part please follow the following directions.

1. Allowance(s) that do not include replacement of a part must be submitted directly to MTUK within 90 days from the date of the repair work.
2. The Labour Allowances shown below are maximum amounts that will be allowed. Labour charges of greater value than listed below will not be considered.

Note: Failure to follow proper filing procedures does not extend the allowance grace period beyond 90 days from the date of the repair. If the allowance request is not filed directly with the MTUK Sales Department strictly in accordance to the following procedure and within 90 days from the date of the repair, all charges will be denied with no further consideration. **NO EXCEPTIONS!**

Filing for Warranty Labour Allowance:

1. Complete the MasterTherm Warranty Claim Form located at https://www.thermalearth.co.uk/mt_warrantyclaim
2. Ensure contractor's invoice for replacement/repairs are attached to the Warranty Claim Form and details of replacement/repair are outlined as according to the table below

WARRANTY LABOUR ALLOWANCE SCHEDULE

Replacement / Repair Allowances	Labour Allowance	Replacement / Repair Allowances	Labour Allowance
Water coil replacement	£340	Water pump replacement - hot water	£80
Compressor replacement	£350	Main control board replacement	£80
Air coil replacement <3tr/>3Tr	£300/ £400	Blower wheel replacement	£80
Heat Recovery coil replacement	£300	Blower motor replacement	£80
Reversing valve body replacement	£280	Noise repair	£35
Expansion valve replacement	£200	All other warranty component replacements	£35
Refrigerant leak or restriction (brazing required)	£180	Additional Allowances:	
Service valve replacement	£100	Diagnostic allowance	£35
Pressure switch replacement	£100	Travel allowance	£35
Water leak repair - loop circuit	£90	Refrigerant allowance - R410a	£.50 per nameplate oz.
Water pump or valve replacement - loop circuit	£100		
Water leak repair - hot water circuit	£80		

Effective for sales on or after 1/1/2019