

Heat IQ

Home heating solutions

Our formal statement of warranty



APPLIANCE'S & COMPONENT'S

Parts and labour (as applicable) for heating appliances and components

Warranty, Service requirements & Registration

Our appliance warranty period commences from the date an appliance commissioning/warranty registration is submitted to us, or from 28 days from the date of supply - Whichever is the sooner. In all instances the warranty commissioning certificate for the appliance must be completed in full and submitted to us. For system components other than heat source appliances warranty cover is from the date of purchase.

IMPORTANT SERVICE REQUIREMENTS

As with a new car, A heat source warranty is conditional upon its servicing in line with the requirements prescribed being carried out annually. **Service must be carried out by a suitably qualified engineer and a service record kept.**

Note : warranty for all heat source appliances is roll over renewed for a further 12 months to the maximum term, conditional upon annual service (just like a new car) where annual service is not carried out the warranty will terminate.

A period of 12 months plus 30 days of grace is applied between servicing This must be observed

Only genuine spares and service parts may be used within the warranty period.

Making a Warranty claim Call 06 3447392 or e-mail sales@heatiq.co.nz

Warranty claims must (unless for issues of safety) be made in advance of rectification. In the first Instance contact us to have your claim authorised before taking remedial action. We will not accept a retrospective claim. When claiming, make sure you have your system appliance service records Handy. **We will formally Authorise Pending Assessment.**

Pending claims may require any or all of the following before becoming an accepted claim.

1 For heat source appliances, evidence of annual servicing. Note also the requirement for Registration

2 Photos of the failed Appliance or component and aspects of the system in which it is used.

3 Water samples from the System.

4 Return of the failed item for inspection.

We will arrange collection - or where the claimant provides the courier Receipt, reimburse the cost of returning items for an accepted claim,

5 On-site inspection by our representative in some instances.

Supply of Parts is not necessarily acceptance of a claim. Parts supplied will be invoiced pending confirmation of acceptance Where a claim is not accepted under warranty any parts supplied must be paid for in full.

For all Heat source appliances the commissioning data sheet is a requirement of warranty, without it cover is limited to 1 year Only

Warranty Exclusions

Issues arising from the incorrect set up and or commissioning and set up of the appliance or system components.

For Air to water heat pumps submission of the commissioning data sheet is a requirement of warranty, without this cover is limited to 1 year Only

We may issue a notice of termination warranty or reject warranty claims where installation aspects are by a person not legally qualified instances

Where an appliance and or components supplied are found to have been used for a purpose or application for which they are not intended including Where delivery temperatures beyond the design temperature have been applied.

Failure as a result of an external influence including but not exclusively: impact damage, chemical exposure, fire flood or corrosive atmosphere including costal or sulphurous environments, frost, incorrect Gas or water pressures, incorrect power inputs. and poor water quality

Failure of heat exchangers, radiators, or components due to inadequate system protection treatment such as inhibitors and anti freeze

MT Branded Pipe fittings are excluded from warranty if applied to a non approved pipe or pre existing pipe system pipe fittings will be subject to detailed inspection of the failed fitting/s to verify the claim.

Secondary damage to decoration fixtures or fittings as a result of failure is not covered by this warranty

We will not accept any claim made retrospectively (after a repair) other than those where there is clear danger to life or property. All claims must be notified and our pending reference code issued prior to rectification.

Our product warranty is in all cases limited to **12 months in commercial applications.**

Labour cover limitations apply

Where labour is covered by this warranty it is limited to the maximum amounts as set out in our T & Cs Appendix B. Given labour times are a fair reflection of the time that you could reasonably expect a competent engineer with knowledge of heating systems and or appliances to take for fault diagnosis and to make a repair or perform replacement.

Why do we set labour cover limits?

For full clarity up front and because without them we could be presenting an open ended opportunity to a less competent contractor labour is covered to the maximum hours given for tasks in Appendix B for appliances - or as given on the following page for system components.

The current Maximum Labour rate is \$100.00 per hour - Last set in Feb 2023

Chargeable Expenses.

We will cover a nominal amount of out of pocket travel expenses . **Not exceeding \$70.00 inc Gst for any one claim.**

(In some instances it is not unreasonable for a contractor to apply additional charges to their client for additional travel; though this is not covered by our warranty)

We do not cover call out charges under this warranty except where there is imminent danger to life or property.

Settlement of labour claims

Where a payment for labour is to be made, this payment will be paid upon receipt of a copy of an invoice issued by the contractor in line with the above terms . (a copy by e-mail is accepted)

Payments

Where the user is the claimant payment will be made to a nominated bank account usually within 7 days.

Where the claimant is a casual trade contractor, Payment will be made to a nominated account usually within 7 days.

Heat source appliances Schedule of cover

Appliance	Parts with limited cover	Conditional Exclusions, Inc, but not exclusively
Gas Boilers * 5 Years Parts & Labour	<u>Thermostats , temperature sensors and air relief valves limited to 1 year only Pumps PV & PRV limited to 2 years only</u>	Incorrect installation or commissioning, Failure to service as required by the terms of warranty, Incorrect use, Inadequate water treatment, incorrect fuel or harsh environmental influences. ** Where the commissioning data sheet is not submitted Warranty is limited to 1 Year
Diesel boilers * 5 Years Parts 3 Years Labour	<u>Thermostats and air relief valve limited to 1 year Pumps PV and PRV 2 years only</u>	Incorrect installation or commissioning, Failure to serviced as required by the terms of warranty, Incorrect use, Inadequate water treatment, incorrect fuel or harsh environmental influences. ** Where the commissioning data sheet is not submitted Warranty is limited to 1 Year
Air to water HPs * 5 Years Parts & Labour	<u>Temperature sensors and air relief valves limited to 1 year only Circulation Pumps 2 years</u>	Incorrect installation or *commissioning*, Failure to service as required, Incorrect use, Inadequate water treatment or harsh environmental influences. ** Where the commissioning data sheet is not submitted Warranty is limited to 1 Year
Warranties indicated for Heat source appliances vary from those for appliances supplied before April 2020—Please contact us for clarification *Cover is limited to 1 Year only where the commissioning data sheet is not submitted.		

Warranty Time allowances	Fault finding	Replacement of parts	call out charges	travel related out of pocket Expenses. Inc Gst
Gas Boiler repairs	1.0 Hour*	As appendix B	Not covered	Up to \$70 in one claim
Diesel Burner repairs	1.0 Hour*	As appendix B	Not covered	Up to \$70 in one claim
AW Heat Pump Mechanical & control	1.0 Hour*	As appendix B	Not covered	Up to \$70 in one claim
AW Heat Pump Refrigeration side	1.0 Hour*	by prior agreement	Not covered	Up to \$70 in one claim

***Fault finding time is discretionary—it only applies for technical issues. Fault finding does not apply to outwardly failed items of an obvious nature**

Component Parts

System components : Schedule of cover			
Fan coil radiators 3 Y Parts 1 Y Labour	Sensors 1 Year Only	To the maximum value as set out below	Failure due to inadequate inhibitor or incorrect installation or failure to service
Steel panel Radiators 25 Y Product 3 Y Labour	Thermostatic cartridge 2 years only	To the maximum value as set out below	Excludes Radiators installed in wet areas. Failure due to inadequate inhibitor or incorrect installation.
Towel rails 5 Y Product 3 Y Labour	Optional elements are covered for 2 Years Parts only	To the maximum value as set out below	Failure due to inadequate inhibitor or incorrect installation
DHW cylinders 5 Y Product 3 Y Labour	Thermostats and element cover 2 years only	To the maximum value as set out below	Excludes incorrect valving and instances where water quality is demonstrably excessively aggressive
Buffer tanks 5 Y Product 2 Y Labour		To the maximum value as set out below	Inadequate levels of inhibitor and failure due to contamination debris are not covered
Manifolds 5 Y Parts 2 Y Labour >	Also Hydraulic Separators and plate heat exchangers	To the maximum value as set out below	Where Incorrectly installed, inadequate inhibitor or aggressive fluid medium.
MT Pipe System 10 Y Product 3 Y Labour	Labour excluded if fittings not used with our Pipe system	**By agreement in advance	**Incorrect installation or use of the incorrect tooling. Incorrect application. Excess heat or inadequate support. Water quality issues and Use on existing or non other approved Pipe systems
Control Items 2 Y Product 1 Y Labour*	*Battery Powered Versions Parts only	To the maximum value as set out below	Use for a purpose for which the control is not intended or issues related to incorrect power supply or wiring
Circulating Pumps 2 Years Parts only >	Labour excluded Except where an appliance component	N/A	Incorrect application – excessive temperatures , dry operation
Motor valve heads 2 years Parts only		N/A	Incorrect application – excessive temperatures , dry operation
Elements in Cylinders 2 years Parts only >	Also for Towel rail elements	N/A	Incorrect application – excessive temperatures , dry operation
All other supplied products not listed are to be by agreement in advance			

System components replacement : Labour allowances			
Item	Allowance Inc fault finding	Call out charge	Out of pocket travel Inc Gst
Domestic HW Cylinder replacement	4.0 Hours max,	Not covered	\$70 Max per claim
Buffer tank replacement	4.0 Hours max,	Not covered	\$70 Max per claim
Manifold Hydraulic separator or plate HX	1.5 Hours max,	Not Covered	\$70 Max per claim
Mechanical valve or motor valve body	1 Hour max,	Not covered	\$70 Max per claim
Replace a room thermostat, or programmer	1 Hours max	Not covered	\$70 Max per claim
Motorised valve head replacement	Parts Only	Not covered	\$70 Max per claim
Replace a radiator or towel rail	2.0 Hours max,	Not covered	\$70 Max per claim
Replace a Fan coil radiator or motor	2.0 Hours max,	Not Covered	\$70 Max per claim
Replace a circulating pump Inc, electrical	Parts Only	N/A	N/A
Replace a towel rail element	Parts Only	N/A	N/A
Replace a Cylinder element	Parts Only	N/A	N/A