



Daikin UK: Commercial Climate Control

Value Added Reseller Commercial Warranty
(Applies to Regional Dealers and Wholesalers)

The following sets out the Daikin Airconditioning UK Ltd ('Daikin UK') current Value Added Reseller held commercial warranty policy.

1. Standard Warranty Period for Value Added Resellers

Product	Warranty Available
AIR CONDITIONING EQUIPMENT (On Equipment ordered and delivered on or after 1st April 2016*)	
Split & Skyair systems (Matched Pairs only)	3 Years Standard / 5 Years Can be Purchased**
High Sensible Sky Air Split Systems (Advertised Mis Matched High Sensible combinations only)	3 Years Standard / 5 Years Can be Purchased**
Multi Split Systems (standard combinations only)	3 Years Standard / 5 Years Can be Purchased**
VRV Outdoor units & VRV Indoor fan coils + Split fan coils with BPMK box connection (Except VRV-Q)	3 Years Standard / 5 Years Can be Purchased**
VAM / VKM Total heat exchangers	3 Years Standard / 5 Years Can be Purchased**
RZQ200 / 250 Commercial Split (Standard Combinations Only)	3 Years Standard / 5 Years Can be Purchased**
Daikin / Biddle Air Curtains (connected to Daikin VRV Condensing Units)	3 Years Standard / 5 Years Can be Purchased**
Low Temp and High Temp Hot Water Modules connected to Daikin VRV or Multi Split Con unit	3 Years Standard / 5 Years Can be Purchased**
Daikin Manufactured Air Conditioning Accessories	3 Years Standard / 5 Years Can be Purchased**
REPLACEMENT VRV-Q (with new fan coils)***	3 Years***
COMMERCIAL HEATING EQUIPMENT (On Equipment ordered and delivered on or after 1st April 2016*)	
Flex outdoor unit****	"1 year Installer commissioned / 3 Years Daikin UK commissioned"
DOMESTIC HEATING EQUIPMENT (On Equipment ordered and delivered on or after 1st April 2016)	
Altherma**** Outdoor unit	3 Years
Altherma**** Hydro Box	3 Years
Altherma**** domestic hot water cylinder	3 Years
Altherma Hybrid****	3 Years
Daikin Manufactured Heating accessories	3 Years
APPLIED EQUIPMENT (On Equipment ordered and delivered on or after 1st April 2016)	
"Air Cooled Chillers - Must be commissioned by Daikin UK on all chillers except EWA/YQ -A and EWA/YQ - BA models "	1 Year
"Water Cooled Chillers - Must be commissioned by Daikin UK on all Chillers except EWWP-KB models"	1 Year
Condenserless Water Chillers - Must be commissioned by Daikin UK	1 Year
Chilled water fan coils	1 Year
Packaged Equipment UATY units	1 Year
Modular Air Handling Units	1 Year

Product	Warranty Available
REFRIGERATION EQUIPMENT (On Equipment ordered and delivered on or after 1st April 2016)	
Convenipack**** - Must be commissioned by Daikin UK	1 Year
Zeas****	1 Year
Industrial Condensing Unit**** - Must be commissioned by Daikin UK	1 Year
3RD PARTY CONNECTABLE CONDENSING UNITS (On Equipment ordered and delivered on or after 1st April 2016)	
ERQ CONNECTED TO DAIKIN / BIDDLE AIR CURTAIN (On Equipment ordered and delivered on or after 1st April 2016)	"1 Year ERQ / 3 Years Air Curtain"
ERQ connected to 3rd Party	1 Year
ERAD connected to 3rd Party	1 Year
VRV condensing units, solely connected to 3rd Party	1 Year
SPARE PARTS	1 Year
ALL OTHER EQUIPMENT & ACCESSORIES	1 Year
AIR PURIFIER (On Equipment ordered and delivered on or after 1st April 2016)	1 Year

* For previous warranty periods please refer to the DAUK UK 3 Year Warranty policy available on request

** Not on single Items / On Whole Orders only - See 'Optional Variations' in this document for guidelines

***Please refer to our specific VRV-Q Warranty Lengths available and the associated Terms and Conditions shown in our Price list or available on request

**** Only applicable to certain Value Added Resellers that have prior approval to purchase this type of equipment and based upon terms being met

2. Standard Warranty Period - Conditions for Value Added Resellers

Conditions	Applicable to Equipment with 1, 3 or 5 Year Warranty	Applicable to Equipment with 7 Years Warranty
This warranty is held between Daikin UK and the Value Added Reseller (VAR) only	Not End User or VAR's Customers' Warranty	Not End User or VAR's Customers' Warranty as Standard. (Option to transfer Domestic Heating Equipment to Home Owner held warranty Available – See 'Optional Variations' in this Document)
The Value Added Reseller must ensure that the Daikin equipment is purchased, installed, commissioned and maintained throughout the warranty period by the same purchasing customer, and in accordance with the manufacturer's recommendations. Only the Value Added Reseller that purchased the equipment can make a claim for warranty	Non Transferable	Non Transferable
The products are guaranteed against manufacturing faults in material and workmanship. The replacement parts will be supplied free of charge provided the correct procedures are complied with.	Yes	Yes
Parts will be issued and A fixed labour allowance as set out in the table shown within this policy will be credited to your account (Unit Sales Only).	Parts & Labour Allowance	Parts & Labour Allowance
The engineer has attended a Daikin Training course for the installation of the equipment.	Required	Required
Repeat claims for warranty parts will be subject to investigation by the manufacturer	Yes	Yes
Daikin UK will make the final determination of warranty eligibility	Yes	Yes
The Equipment has not be modified in any way without prior written approval of Daikin UK	Required	Required
Daikin products that are relocated are excluded.	Yes	Yes
Normal wear and tear is excluded.	Yes	Yes
Warranty period commences from date of delivery from Daikin UK	Yes	Yes

3. Standard Warranty Period - Procedures for Value Added Resellers

Before calling the warranty hotline, we recommend you confirm your diagnosis with our Aftersales Technical Support department on 0845 641 9200 or technicalhelp@daikin.co.uk.

Step 1:

To process a claim simply call the Daikin UK Warranty Hotline on 0845 641 9275 and speak to our dedicated Warranty team.

When you call the warranty team, please ensure you have the following information to hand:

- Your company name and/or account number
- Full model and serial number (found on the unit)
- Date of installation
- Location of installation
- Reason for failure.

Upon receipt of the above information, our warranty team will immediately evaluate your claim.

If successful, Daikin UK will send the free replacement part without any need for you to send in an order.

The replacement part(s) will be sent via **FREE** standard next day delivery without an invoice. Subject to availability,

Furthermore, you will automatically receive a credit note for the standard labour contribution allowance (where applicable) within a week of the claim being accepted.

If your phone evaluation proves unsuccessful – you will be asked to follow Step 2

Step 2:

- Daikin UK receive a purchase order for a warranty replacement: Daikin UK will then dispatch parts.
- An email is sent with a link to the warranty forms.
- The warranty forms must be returned to Daikin UK within 14 days.
- Faulty parts must be available for collection by Daikin Airconditioning UK for up to 60 days.
- Daikin UK receive correctly completed claim form (and faulty parts if required) and then issue the appropriate credit or rejection based on technical evaluation. A site visit will be required on some occasions.
- Any order considered to be a warranty claim, Daikin must be notified within thirty (30) days after the invoice date. Any claims outside thirty (30) days will not be considered.
- Any claim not submitted in accordance with our procedures will not be considered for credit.
- Payment for warranty claims will only be made by credit note.
- Any additional cost associated with the replacement of the actual warranty part (i.e. any cost not itemized in the list of allowances, including but not limited to: travel, refrigerant, waiting time, access equipment) will be disallowed by Daikin UK.
- Throughout the warranty period maintenance records must be kept that can be inspected on request.

4. Standard Warranty Period - Fixed labour allowances

General Components	Standard Allowance
A1 Replacement of components within refrigeration circuit.	£52.00
A2 Repair of internal pipework (Does not include installation pipework)	£28.00
A3 Replacement of air supply fan motor (evaporator and condenser fan motor)	£20.00
A4 Replacement of fan blade	£16.00
A5 Replacement of electrical/electronic components	£16.00
A6 Replacement of condensate drain lift up mechanism	£12.00
A7 Replacement of auto swing louvre motor	£12.00
A8* Dead on arrival of unit (packaged type)	£40.00
A9* Dead on arrival of unit (split type)	£72.00
* Note: A8 & A9 will be single payment if unit is returned without any repairs	
Compressors Size	
B1 <2.5 HP	£84.00
B2 2.5 HP<5 HP	£100.00
B3 5HP < 10 HP	£150.00
B4 10 HP < 20 HP	£200.00
B5 25 HP < 50 HP	£260.00
B6 50 HP < 100 HP	£360.00
B7 100 HP >	£480.00

5. 'Optional Variations' Available to Standard Warranty for Value Added Resellers :

Air Conditioning Equipment (on equipment sold after 1st April 2016)

Extension of Warranty Terms (excluding VRV-Q):

- On air conditioning equipment only - extended nontransferable warranty can be purchased to increase the term from 3 to 5 years from date of delivery for specific orders (not individual items).
- The cost of this warranty will be calculated based upon 2% of the trade price list values (not net buying price) of the total order.
- The extended warranty value can be quoted at the time of your enquiry and your final order should then include all the equipment quoted plus the warranty value if you wish to take this option.
- The extended warranty value will be invoiced at the time of the first equipment delivery and should be paid in full to validate the extended warranty.
- Once extended warranty has been paid for, this would then become non-refundable.

Domestic Heating Equipment (on equipment sold after 1st April 2016)

Transfer of Warranty from Contractor Held warranty to Home Owner Held Warranty:

- A request to transfer warranty on a specific home for domestic heating products from contractor held, to home owner held, can be made via the website.
- Registration to home owner warranty must be registered within 30 days of delivery of unit.
- After site registration is gained, Daikin UK will then uphold the warranty for 3 years directly with the home owner.
- Home owner warranty policy and its terms and conditions will then apply and supersede this policy (a copy of which is available on request).

6. General

DAIKIN UK reserve the right to update this warranty (and its terms and conditions), without notice.

7. Contact Information

DAIKIN UK warranty department can be contacted by:

Telephone: 0845 641 9275

Email: warranty@daikin.co.uk