

# Maxa Heat Pumps Domestic Installations Warranty Terms and Conditions

## 1. General Terms

- 1.1. This warranty applies to Maxa Air Source Heat Pumps sold by Maxa UK Distribution via its UK distribution partners ESS and Energy Lab.
- 1.2. This warranty applies to UK domestic installations only.
- 1.3. Maxa Distribution defines domestic installations as those used in a residential property with any product that is MCS approved using either a single domestic unit or a cascade system.
- 1.4. Maxa Distribution UK warrants its products only when installed by a professional plumber or MCS installer and electrical connections are carried out in accordance with current UK regulations by registered engineers.
- 1.5. Maxa products are sold with a standard 12-month manufacturer's warranty and this commences from the date the products are sold/ delivered to the installer. This is known as the Manufacturer's Warranty and is registered to the buyer of the product until the Installer registers the installation through the Maxa commissioning process to the end user or Homeowner.
- 1.6. To extend the standard Manufacturer's Warranty to a 3-year Homeowner Warranty the installer must register the installation using the Commissioning process and provide proof of installation quality to Maxa Distribution UK Limited.
- 1.7. Maxa Standard Warranty & Homeowner Warranty Terms

**The standard 12-month warranty and the extended three-year warranty are conditional and subject to the following criteria:**

- 1.7.1. Installation will be completed in accordance with the Maxa installation and servicing manual for the corresponding product.
- 1.7.2. Installation should be completed by qualified plumbers, electricians and/ or MCS installers. All operatives and contractors engaged in any installation/commissioning of Maxa products shall hold a certified industry qualification relevant to their specific task in the installation/commissioning process. These qualifications are to be held by at least one person within the Installer's business.
- 1.7.3. Any products installed and commissioned at one site must remain at that site.
- 1.7.4. Installation must be registered within 30-days using the Commissioning Process.
- 1.7.5. The 3-year Homeowner Warranty is only valid if proof of an annual service has been carried out by a qualified professional.

## 2. Maxa Commissioning Process

- 2.1. The 12-month Manufacturer's Warranty and 3-year Homeowner Warranty must be validated using the Maxa Commissioning document.
- 2.2. A form must be completed for each individual unit.
- 2.3. The Maxa Commissioning document and accompanying information must be completed in full and returned to [support@maxaheatpumps.co.uk](mailto:support@maxaheatpumps.co.uk) within 30 days of installation.
- 2.4. The Maxa Commissioning document is supplied with every heat pump. An online version can be accessed here: [Maxa-Commissioning-Form-April-2024-vs2.pdf \(maxaheatpumps.co.uk\)](#)

If the above process is not adhered to and the commissioning document is not supplied then the 12-month manufacturer warranty will be the default applied. Any warranty claims will be subject to a remote diagnostic review to assess the installation quality and adherence to Manufacturer's installation guidelines before dispatch of replacement parts under warranty. If Maxa Distribution UK believes the installation has not been carried out in accordance with the guidelines then they reserve the right to withdraw the warranty for this product.

## 3. Warranty

**Maxa Distribution UK manage the 12-month Manufacturer's Warranty and 3-year Homeowner Warranty on behalf of Maxa Italy. The Warranty covers manufacturing faults with the air source heat pump and its component parts. Replacement parts or heat pumps will not be covered under this warranty as a result of Workmanship quality at installation, service or repair.**

**Maxa Distribution UK will issue replacement parts and make a labour contribution to the installer to replace the parts once the Warranty claim has been validated following the process outlined in 3.4.**

MAXA Distribution UK is responsible for assessing warranty eligibility and reserves the right to conduct inspections at site during and/or after installation to ensure compliance.

MAXA Distribution UK may carry out monthly reviews of warranty claims by the Accredited Installer and any persistent or repetitive defects or failures may be investigated by MAXA Distribution UK.

### 3.1. Warranty Inclusions

- 3.1.1. MAXA Distribution UK will replace items covered by this warranty at the current standard charge which will be subsequently credited subject to validation of the warranty claim.
- 3.1.2. This warranty covers all non-expendable parts and a set allowance as a contribution to labour costs (see Schedule A) associated with our products only.
- 3.1.3. Any replacement or repair within the warranty period does not extend the original warranty period on that item.
- 3.1.4. The provisions of this Warranty shall survive the expiration or termination of any supply agreement between MAXA Distribution UK and the installer.

- 3.1.5. MAXA Distribution UK reserve the right to collect the faulty product from site. The product must not be disposed of unless directed to by MAXA Distribution UK and, in the event of collection, the product must be suitably packaged and left in an easily accessible location.
- 3.1.6. Defective compressors returned to MAXA Distribution UK will not be accepted for repair or replacement under this warranty unless all pipes have been closed and sealed.
- 3.1.7. Where the installer conducts the repair, or replacement of items covered by this warranty, replacement parts will only be supplied through the process outlined in section.

### 3.2. Dead on Commissioning

Where the Accredited Installer claims a product is faulty on initial start-up, referred to as “dead on commissioning”, MAXA Distribution UK must be contacted. Remote diagnostics will be carried out by a Maxa Engineer and they will verify the fault. A Warranty Claim number will be issued and the Warranty Replacement Unit Claim will commence. Failure to follow this procedure will invalidate a “Warranty Claim” for products faulty on initial start-up.

### 3.3. Maxa Warranty Terms – Exclusions

**The 12-month Manufacturer’s warranty and the 3-year Homeowner Warranty exclude:**

- 3.3.1. Damage caused by the manipulation, removal or reinstallation of a product other than by trained and authorised personnel;
  - Repair work or installation of components other than by trained and authorised personnel;
  - The misuse of a product or part;
  - Installation faults;
  - The improper design and/or sizing of the installation;
  - A lack of maintenance (as a minimum there must be an annual service) by trained and authorised personnel, for both the product and the installation;
  - Any element that differs from those originally assembled or recommended by the manufacturer;
  - Electrical overloads, weather conditions, chemical agents, non-authorised modifications on the product or other external causes;
  - Excessive wear caused by more than 3000 annual running hours;
  - Leaking connections on flexible hoses and tapings;
  - Transporting of the product or any part; or
  - Accident.
- 3.3.2. This warranty will not apply to any product, or part thereof which has been modified by the Installer or any third party without MAXA Distribution UK’s prior written approval, or has been improperly applied, stored, used, maintained or repaired so as to materially affect the product or parts.
- 3.3.3. This warranty excludes defects or failures caused by accident, mis-application, mis- use, alteration, neglect, loss of use of the equipment, consequential loss of any nature or National Grid Power cuts or surges.
- 3.3.4. Expendable parts, such as fuses, contactors that are regularly replaced due to normal use are excluded from this warranty.
- 3.3.5. MAXA Distribution UK’s obligation excludes any normal wear and tear to the product.

### 3.3.6. Maxa Distribution UK do not cover the following elements under the 12-month warranty

- Equipment Hire (e.g. Crane Hire, Portable AC & Heating Hire, etc.).
- Out of Hours Work.
- Any costs incurred due to travelling to site. (i.e. mileage, travelling time, parking etc.)
- Installation of Equipment in in-accessible places which generates labour intensive replacement.
- Failures due to poor installation.
- Failures due to interruptions in electrical supply, mains distribution boards, circuit breakers and incorrect connection of the electrical supply.
- Future changes in design which may have adverse operational effects on the installed systems.
- Failures as a result of lack of adequate maintenance or no maintenance.

#### \* Important Note

- A. Claims made after seven days of failure will be null and void.
- B. Any replacement of complete units must have prior approval from Maxa.
- C. Any new refrigerant used due to leakage or contamination providing the contamination is caused due to our product failure can be charged at trade prices over and above the labour allowance, (supported by receipts).

## 3.4. Warranty Claims Procedure

- 3.4.1. The installer is responsible for managing the repair and replacement of the products under this warranty. If that is not possible then the customer should contact Maxa in the first instance who will allocate a suitable installer. If the original installer is no longer available please contact Maxa Heat Pumps using the following form and we will advise you of a trained installer in your area  
[www.maxaheatpumps.co.uk/installer-support/technical-support/](http://www.maxaheatpumps.co.uk/installer-support/technical-support/)
- 3.4.2. Maxa will not accept or reimburse the costs of any third party who undertakes any work on the product (including but not limited to fitting or replacing parts) without the Warranty Claims process being followed.
- 3.4.3. Maxa can, at their own discretion, decide whether to repair a product or whether to instead replace the product.
- 3.4.4. Any part or product removed under the terms of this warranty to be replaced will belong to Maxa and cannot be retained by the customer.
- 3.4.5. In the event of a Warranty Claim the installer in attendance must call Maxa UK on 01271 442 935 within 7 days of the fault appearing.
- 3.4.6. The serial unit of the heat pump and fault codes will be captured by the Maxa team and any accompanying photographs that are required. Maxa Distribution will endeavour to provide immediate technical diagnostic support, however, during busy times you may need to book a specific support appointment.
- 3.4.7. Once fault codes and accompanying evidence have been supplied, Maxa Distribution UK will issue a Warranty Claim number and issue any replacement parts or units.
- 3.4.8. All replacement parts despatched under warranty will be invoiced until the faulty components are returned and the diagnostic validate the claim.

### 3.5. Warranty Labour Contribution Allowance

WARRANTY LABOUR ALLOWANCES –12-month and 3-year Domestic Allowances.

Ex-VAT rates correct as at May 2024.

Maxa Distribution UK reserves the right to vary these rates from time to time.

	Maxa Air Source Heat Pump
Compressor Replacement	£260
Repair Leak	£200
Heat Exchanger	£200
4-Way Valve	£200
Other Refrigeration Circuit Parts	£200
Replace LEV	£100
Full Unit Replacement	£250
PCB	£120
Fan Motor	£100
Fan Blade	£100
Solenoid Coil	£70
Thermistor	£70
Remote Controller	£70
Panels	£70
Circulating Pump	£120