



Residential End User Warranty

Valid from: July 2025

This document explains how you can activate your warranty, an overview of the cover, the Terms and Conditions of your warranty and your responsibilities.

You will need to activate your warranty within 24 months of your system being commissioned, to benefit from a manufacturer-backed parts and labour warranty.

How to Activate your warranty:

Your installer should have sent you an email with an activation code. Please follow the link in the email they provided to set up your account in our 'Stand By Me' website and activate your warranty, choose a maintenance package and claim your FREE extended warranty.

If the installer has not provided the email, then please:

- Check the physical paperwork that has been given to you by the installer for a box with the warranty activation code written in it
- Contact your installer and ask them to provide your warranty activation code

With the above code, Go to <https://standbyme.daikin.co.uk/en/> (and follow the on screen instructions)

If you are still having issues setting up your Stand by Me account or activating your warranty, then please contact Dakin UK Customer Contact Center on 01932 879271 for support.

If you don't activate your residential end user warranty or fail to comply with the terms & conditions, then you can still contact Daikin UK directly, however there may be a charge for the call out or repair.

Summary of cover **when Activated on Stand By Me within the first 24 months from date of commissioning:**

2 Years	5 Years	7 Years
<u>Standard Manufacturer's Warranty</u> Free of Charge on activation 2 Year total Period from point of commissioning <u>Available in Stand by me when installed by:</u> Sustainable Home Expert Sustainable Home Installer D1+ Premium Partner D1 Business Partner Ci Installer Any other Installer without a Daikin Partner status <u>Warranty Activation:</u> Please Activate your warranty on Stand By Me (you have max 2 years from point of commissioning to activate your Manufactures warranty and also benefit from further extended warranty options available) <u>In case of an issue:</u> Please contact your installer if your residential end user warranty has not been activated on Stand by me or contact Daikin UK directly for active warranties with the fault code <u>End User Charges:</u> Provided the call out or repair relates to a product issue (not an installation or other site issue), then no call out or repair charges would apply for parts & labour related to the covered products. Any specialist access equipment required to carry out maintenance or repair would be chargeable	<u>Warranty Extension Free of Charge Option:</u> Free of Charge on activation 5 Year total Period from point of commissioning <u>Available in Stand by Me when installed by:</u> Sustainable Home Expert Sustainable Home Installer D1+ Premium Partner D1 Business Partner Ci Installer Any other Installer without a Daikin Partner status <u>Warranty Activation:</u> This option is only available when activated on Stand by Me within the first 2 years from point of commissioning <u>In case of an issue:</u> With an activated warranty extension please contact Daikin UK directly with the fault code <u>End User Charges:</u> Provided the call out or repair relates to a product issue (not an installation or other site issue), then no call out or repair charges would apply for parts & labour related to the covered products. Any specialist access equipment required to carry out maintenance or repair would be chargeable	<u>Warranty Extension with Charge:</u> Payable on activation to cover years 6 & 7 7 Year total Period from Point of commissioning <u>Only available in Stand by Me when installed by:</u> Sustainable Home Expert D1+ Premium Partner D1 Partner <u>Warranty Activation:</u> This option is only available when activated on Stand by Me within the first 2 years from point of commissioning <u>In case of an issue:</u> With an activated warranty extension please contact Daikin UK directly with the fault code <u>End User Charges:</u> Provided the call out or repair relates to a product issue (not an installation or other site issue), then no call out or repair charges would apply for parts & labour related to the covered products. Any specialist access equipment required to carry out maintenance or repair would be chargeable

2 Years	5 Years	7 Years
Maintenance (Chargeable): It is your responsibility to ensure you have a maintenance contract in place with either Daikin or your preferred service provider. An annual maintenance must be carried out (and proof may be requested if this service is not provided by Daikin directly). Warranty will be void and any visits or repair work will be chargeable if maintenance proof is not provided when requested. <u>What your Installer should do:</u> Installation & product details must be registered by the installer on Stand By Me & commissioning documents uploaded before the residential end user warranty can be activated. Products should be registered within 90 days of commissioning by the installer to ensure that Daikin UK can seamlessly support any warranty claims. If the installer (or another non Daikin company) is also the maintenance provider, they must provide proof of the maintenance activity carried out for all years to ensure this can be produced by you (the residential end user)		

Summary of products covered under an activated warranty:

For all other products not on the list, please contact your installer as the warranty period & associated terms and conditions will be determined by their specific cover to you

Product
Altherma Outdoor Unit (EB/DLA, ERLA, EPRA, EPRA, ERGA)
Altherma Hydro Box (ETB(H/X), ETVH, EBB(H/X), EBVH, EHB(H/X), EHVH)
Altherma domestic hot water cylinder (EKHWSU-D, UK.EKHWSU-JE/(TK) EKHWP-(P)B, UK.PPC/R32)
Altherma domestic hot water Heat Pump (EKHHEU200-260-(P)CV37)
Altherma Hybrid outdoor / Indoor (EJHA, EHY2KOMB-A, EVLQ, EHYHBH-A, EHYKOMB-A)
Daikin & Non Daikin Manufactured Heating Accessories
Heat Pump Convectors (FWXM, FWXV, FWXT)
Chilled water fan coils

Note: For the full duration of any product warranty period, any spare parts replacement is limited to 1 year warranty for that part only

1. Scope

- 1.1. This warranty applies only to Daikin equipment as shown within this policy document (summary of products covered under an activated warranty) and is only applicable for equipment sold by Daikin Airconditioning UK Ltd ("Daikin UK") and installed and commissioned in the United Kingdom by a Daikin trained engineer, in accordance with the manufacturer's instructions.
- 1.2. To be eligible, the installer should register the installation with Daikin UK on Stand by Me (standbyme.co.uk) within 90 days from the date of commissioning and the residential end user must activate their warranty on Stand by Me within 2 years from date of commissioning.
- 1.3. Product(s) installed in the following postcodes, AB30-38, AB44-56, FK17-99, G83, IV, KW1-14, PA20-49, PA60-78, PH15-26, PH30-444, PH49-50, HS, IV, KA27, KA28, KW, PA20-49, PA60-78, ZE, TR21-25 and the Isle of Man region, may be subject to a parts only warranty with an option of chargeable labour, subject to coverage.. If the product(s) are installed in the aforementioned areas, you can check labour charges with Daikin's Customer Contact Center on 01932 879271 on request.
- 1.4. The Residential end user Product Warranty is 24 months, from the date of commissioning, and can be extended when registered by the installer and activated by the residential end user on Stand by Me (standbyme.daikin.co.uk). Additional warranty can be activated and maintenance packages can be purchased on the Stand by Me platform.

2. Contents of the Warranty

- 2.1. When activated with Daikin UK on Stand by Me, the residential end user receives Daikin UK's end user warranty ("EUW") on the product only detailed within this policy, subject to the conditions set out below, for a period of 2, 5 or 7 years ("Warranty Period") from date of commissioning
- 2.2. During the Warranty Period, Daikin UK will repair or replace the parts and/or components of the product(s) which are covered by the warranty at our discretion to ensure its conformity with our specifications, provided that the product is not beyond economic repair. If the product is beyond economic repair, the EUW will not cover the replacement of such components.
- 2.3. If you ask Daikin UK to diagnose the reason for a fault, and we find that there is not a fault with the product, we reserve the right to charge for the inspection visit before any non-warranty work is carried out see section 3 ("how to claim under this warranty").
- 2.4. The labour costs associated with replacing parts/components which are covered by the warranty, will be borne by Daikin UK. However, any specialist access equipment required to carry out the work (for example scaffolding) would be chargeable.
- 2.5. Parts not covered by the warranty include any pipework, connections or any other ancillary equipment (such as but not limited to: cages, brackets, trunking, feet, trays, external filters, heat meters, electric meters, external hoses, third party valves) connected to the product.
- 2.6. Daikin UK will take ownership of any parts/components and/or Product which are replaced and removed, under this warranty.

i. Commissioning

- 2.5. The product(s) must be installed, commissioned and maintained by an engineer that holds the relevant legislative qualifications and is trained by Daikin or its authorized training partners.
- 2.6. Gas appliances must be installed, commissioned and maintained by a GAS SAFE registered engineer.
- 2.7. The Daikin UK heat pump commissioning sheet must be completed and signed by the commissioning engineer and retained by the residential end user for future inspection.
- 2.8. If the product has not been installed or commissioned correctly, the warranty will be invalidated.

ii. Maintenance

- 2.9. The equipment must be maintained annually in accordance with the manufacturers' instructions by an engineer that holds the relevant legislative qualifications. Hybrid gas boilers must be serviced annually by a registered GAS SAFE engineer and in accordance with the manufacturer's instructions.
- 2.10. The cost of the annual service is not included in the warranty.
- 2.11. The Heat Pump Logbook and Benchmark Logbook (for gas appliances) must be completed, and maintenance records must be retained by the residential end user for inspection by Daikin UK prior to any warranty work being carried out.
- 2.12. If the appliance has not been correctly maintained or has not been serviced annually, the warranty will be invalidated.

3. How to claim under this warranty?

- 3.1. It is important to first identify that there is a fault with the product before making a claim under this warranty. Where it is your original installer or other trained Daikin installer that has suggested a product fault, please gain the full details from them, including the serial number.
- 3.2. In the event of a breakdown or malfunction of your product, please contact the Daikin UK Customer Contact Centre with the fault code on 01932 879271.
- 3.3. If you cannot see an error fault code you may wish to check who is able to offer the first available date for the inspection visit which could be the original installer or Daikin trained installer. That inspection visit may be chargeable by them. If you would like Daikin UK to visit the property to diagnose the reason for a fault, we reserve the right to charge you for any reasonable costs incurred where no fault is found with the product.
- 3.4. All visits that are related to the installation or external system faults will be charged. Examples where we may charge include blocked heating system filters, or incorrectly commissioned third party system controls, or failures which we consider have been caused by contaminated water in the heating system

- 3.5. The householder must provide our representative with safe, free and easy access to the product(s) for warranty work to be carried out. You will be responsible for any costs if we need to arrange any special equipment for safe access, (such as scaffolding). There must be enough room for the engineer to access the components. Daikin UK will not accept responsibility for removing cupboards, kitchen units, trims, etc. to gain access for repairs.
- 3.6. If you are unable to provide our representative with access to your property on the agreed date, please contact us as soon as reasonably practicable and at least by 12 noon on the day prior to the appointment in order to arrange an alternative date and time.
- 3.7. If you cancel your appointment after this time or you are not at home when our representative visits on the agreed date, we will charge you for the cost of the visit in accordance with our cancellation policy (as published on our website from time to time).

4. Liability disclaimer

- 4.1. Daikin UK shall not be liable for any special, indirect, consequential or economic loss arising from any defects affecting the product or from any delay in repairing or replacing it.
- 4.2. Daikin UK will not be liable in any event under this warranty, for (including, but not exclusively) any fault or costs of repair resulting from:
- I. Incorrect selection of the equipment, including defective design and/or application
 - II. Incorrect setup of home automation including Wi-Fi connectivity.
 - III. Incorrect installation, inappropriate or unperformed commissioning, inappropriate maintenance or neglect, accidental and/ or deliberate damage, misuse, normal wear and tear, abnormal working conditions, and any unauthorised alteration or repair
 - IV. Faults or costs resulting from external sources such as lack of (or excessive) power supply, insufficient water, water/air contamination, scale formation, corrosion and any other elements outside Daikin UK's reasonable control or responsibility
 - V. Noise issues not related to the normal operation of the equipment including 3rd party devices
 - VI. Blockages and consequential damage caused by dirty / contaminated water, e.g. damaged pumps, blocked plate heat exchangers and blocked filters
 - VII. Incorrectly installed and commissioned (underground) refrigerant pipe work, e.g. incorrectly insulated, blocked or kinked, or leaking, minimum and maximum pipe runs. This includes also correct refrigerant and gas charge
 - VIII. Leak sensors not being maintained correctly.
 - IX. Damage or defects resulting from remote condensate pump]
 - X. Faults due to restricted airflow around the outdoor units or minimum clearances not maintained, including obstacles near to, or surrounding the unit
 - XI. Outdoor units installed incorrectly in an indoor heated space

- XII. System connected to an incorrect power supply or to a temporary power supply. This includes nuisance trips of earth leakage devices
- XIII. The repair or replacement of any relevant product consumables and the costs of any ordinary product maintenance, and costs and/or faults resulting from any other use but the domestic purpose the products are intended for.
- XIV. Connecting third-party controls to the unit may void the warranty if they cause any damage to the unit.

5. Limitation of the Warranty

- 5.1. Under no circumstances shall any replacement parts provided and/ or any warranty work performed lead to an extension of the Warranty Period.
- 5.2 This warranty may be transferred to a new property owner, for the remaining Warranty Period provided that the product is not removed from the original installation address. This transfer can be done using Stand by Me.
- 5.3 This warranty is intended to assist the personal user of the product in accordance with the manufacturer's specification, for proper use in domestic residential premises only and not where the main purpose is for commercial business. Daikin UK retains the right under reasonable grounds to categorise the property as a domestic premises or commercial premises, based on the attending engineers report.'
- 5.4 If the Daikin system is found to be used in spaces with cleaning products, IT/server rooms, leisure accommodation or swimming pools Daikin UK reserves the right to reject the warranty claim.
- 5.5 This warranty is in addition to, and does not affect, your statutory rights in relation to any product that is faulty or not as described. More information on your statutory rights can be obtained from Citizen's Advice at <https://www.citizensadvice.org.uk/>.
- 5.6. The guarantee is provided by Daikin UK (registered in England with Company Registration No. 04616794) of The Heights, Brookland, Weybridge, Surrey KT13 0NY.
- 5.7. Daikin UK reserves the right to update this warranty (and its terms and conditions), from time to time, without notice.
- 5.8. The terms of this warranty are governed by English law.