Daikin UK: Commercial Climate Control

Commercial Warranty









The following sets out the Daikin Airconditioning UK Ltd ('Daikin UK') current:

- Contractor held commercial warranty policies (applies to Daikin UK direct contractors, Ci, D1 business partners & D1+ Premium Partners)
- Value Added Reseller held commercial warranty policies (applies to Regional Dealers, Wholesalers and their own Ci Partners)

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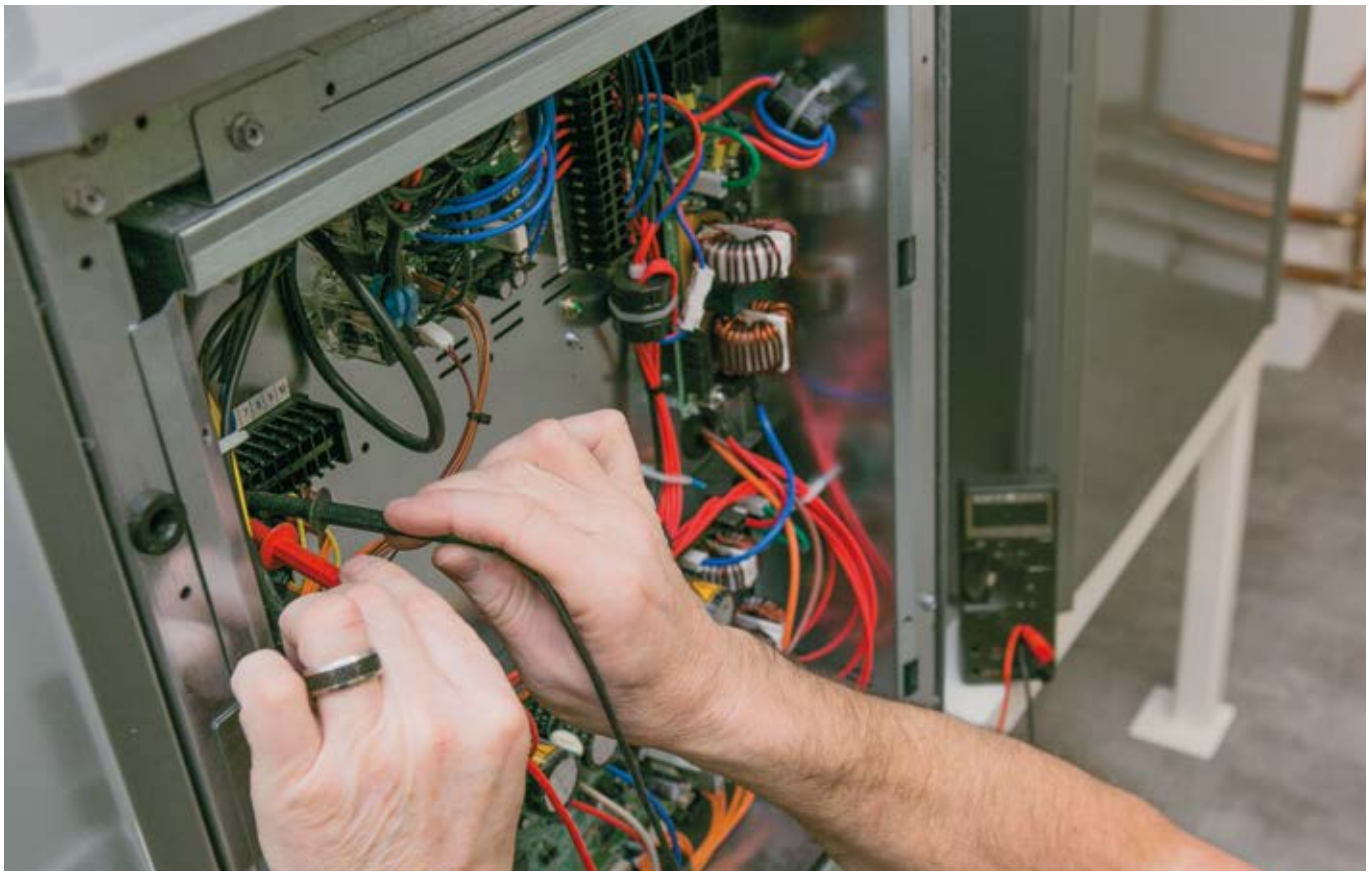
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1. Warranty Periods – Products

Product	Daikin UK Direct D1+ Premium Partner & D1 Business Partner	Daikin UK Direct Certified installer Partner (Ci)	Daikin UK Direct Contractor Standard Warranty	Value Added Reseller (VAR) Certified installer Partner (Ci)	Value Added Reseller (VAR) Standard Warranty
AIR CONDITIONING EQUIPMENT					
Split & Sky Air systems (Matched Pairs only)	7 Years	5 Years	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)	3 years standard / 5 years - when serial numbers are logged on the Ci Portal and based on Ci Status being held & maintained with the VAR where equipment is purchased	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)
High Sensible Sky Air Split Systems (Advertised Mis Matched High Sensible combinations only)	7 Years	5 Years	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)	3 years standard / 5 years - when serial numbers are logged on the Ci Portal and based on Ci Status being held & maintained with the VAR where equipment is purchased	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)
Multi Split Systems (standard combinations only)	7 Years	5 Years	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)	3 years standard / 5 years - when serial numbers are logged on the Ci Portal and based on Ci Status being held & maintained with the VAR where equipment is purchased	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)
VAM / VKM Total heat exchangers	7 Years	5 Years	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)	3 years standard / 5 years - when serial numbers are logged on the Ci Portal and based on Ci Status being held & maintained with the VAR where equipment is purchased	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)
VRV Outdoor units & VRV Indoor fan coils (Including Split fan coils with BPMK box connection) Except VRV-Q	5 Years Standard 7 Years – when commissioning sheets & ongoing maintenance records (inc year 1) are uploaded on the D1 / D1+ portal and based upon (min) D1 status being held and maintained with Daikin UK	3 Years Standard 5 Years – when commissioning sheets & ongoing maintenance records (inc year 1) are uploaded on the Ci portal and based upon (min) Ci status being held and maintained with Daikin UK	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items). Commissioning sheets & ongoing maintenance records (inc year 1) must be provided	3 Years Standard 5 Years – when serial numbers are logged plus commissioning sheets & ongoing maintenance records (inc year 1) are uploaded on the Ci portal and based upon Ci status being held and maintained with the VAR where equipment is purchased	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items). Commissioning sheets & ongoing maintenance records (inc year 1) must be provided
RZA200 / 250 Commercial Split (Standard Combinations Only)	7 Years	5 Years	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)	3 years standard / 5 years - when serial numbers are logged on the Ci Portal and based on Ci Status being held & maintained with the VAR where equipment is purchased	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)
Daikin / Biddle Air Curtains (connected to Daikin VRV Condensing Units)	7 Years	5 Years	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)	3 years standard / 5 years - when serial numbers are logged on the Ci Portal and based on Ci Status being held & maintained with the VAR where equipment is purchased	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)
Low Temp and High Temp Hot Water Modules connected to Daikin VRV or Multi Split Con unit	7 Years	5 Years	3 Years Standard 5 Years Can be Purchased (on whole orders only / not single items)	3 years standard 5 years - when serial numbers are logged on the Ci Portal and based on Ci Status being held & maintained with the VAR where equipment is purchased	3 Years Standard 5 Years Can be Purchased (on whole orders only / not single items)
Daikin Manufactured Air Conditioning Accessories	7 Years	5 Years	3 Years Standard 5 Years Can be Purchased (on whole orders only / not single items)	3 years standard 5 years - when serial numbers are logged on the Ci Portal and based on Ci Status being held & maintained with the VAR where equipment is purchased	3 Years Standard 5 Years Can be Purchased (on whole orders only / not single items)
REPLACEMENT VRV-Q (with new fan coils)	5 Years Please refer to our specific VRV-Q Warranty Terms & Conditions shown in our Price list or available on request	3 Years Please refer to our specific VRV-Q Warranty Terms & Conditions shown in our Price list or available on request	3 Years Please refer to our specific VRV-Q Warranty Terms & Conditions shown in our Price list or available on request	3 Years Please refer to our specific VRV-Q Warranty Terms & Conditions shown in our Price list or available on request	3 Years Please refer to our specific VRV-Q Warranty Terms & Conditions shown in our Price list or available on request
COMMERCIAL HEATING EQUIPMENT (Equipment only sold to contractors that have completed the relevant Daikin UK training courses and in agreement with Daikin UK)					
WS Collective	1 year if commissioned by D1/D1+ or designated M&E 2 Years if commissioned by by Daikin UK	1 Year if commissioned by Ci 2 Years if commissioned by Daikin UK	1 Year if commissioned by contractor 2 Years if commissioned by Daikin UK	1 Year if commissioned by Ci 2 Years if commissioned by Daikin UK	1 Year if commissioned by Ci 2 Years if commissioned by Daikin UK

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Product	Daikin UK Direct D1+ Premium Partner & D1 Business Partner	Daikin UK Direct Certified installer Partner (Ci)	Daikin UK Direct Contractor Standard Warranty	Value Added Reseller (VAR) Certified installer Partner (Ci)	Value Added Reseller (VAR) Standard Warranty
DOMESTIC HEATING EQUIPMENT (Equipment only sold to contractors that have completed the relevant Daikin UK training courses and in agreement with Daikin UK)					
Altherma Outdoor unit	5 Years	3 Years	3 Years	3 Years	3 Years
Altherma Hydro Box	5 Years	3 Years	3 Years	3 Years	3 Years
Altherma domestic hot water cylinder	5 Years	3 Years	3 Years	3 Years	3 Years
Altherma Hybrid	5 Years	3 Years	3 Years	3 Years	3 Years
Daikin Manufactured Heating accessories	5 Years	3 Years	3 Years	3 Years	3 Years
APPLIED EQUIPMENT					
Air Cooled Chillers – All must be commissioned by Daikin UK (except price listed chillers)	3 Years Extended warranty can be purchased up to a maximum of 5 years	1 Year Extended warranty can be purchased up to a maximum of 5 years	1 Year Extended warranty can be purchased up to a maximum of 5 years	1 Year Extended warranty can be purchased up to a maximum of 5 years	1 Year Extended warranty can be purchased up to a maximum of 5 years
Water Cooled Chillers – All must be commissioned by Daikin UK (except price listed chillers)	3 Years Extended warranty can be purchased up to a maximum of 5 years	1 Year Extended warranty can be purchased up to a maximum of 5 years	1 Year Extended warranty can be purchased up to a maximum of 5 years	1 Year Extended warranty can be purchased up to a maximum of 5 years	1 Year Extended warranty can be purchased up to a maximum of 5 years
Condenserless Water Chillers - Must be commissioned by Daikin UK	3 Years Extended warranty can be purchased up to a maximum of 5 years	1 Year Extended warranty can be purchased up to a maximum of 5 years	1 Year Extended warranty can be purchased up to a maximum of 5 years	1 Year Extended warranty can be purchased up to a maximum of 5 years	1 Year Extended warranty can be purchased up to a maximum of 5 years
Chilled water fan coils	3 Years	1 Year	1 Year	1 Year	1 Year
Packaged Equipment UATY units	3 Years	1 Year	1 Year	1 Year	1 Year
Modular Air Handling Units (including when connected to Daikin UK ERQ or price listed chillers)	3 Years	1 Year	1 Year	1 Year	1 Year
3RD PARTY CONNECTABLE CONDENSING UNITS					
ERQ CONNECTED TO DAIKIN / BIDDLE AIR CURTAIN	1 Year D1+ or D1 commissioned ERQ / 3 Years Daikin UK commissioned ERQ 7 Years Air Curtain	1 Year ERQ / 5 Years Air Curtain	1 Year ERQ / 3 Years Air Curtain	Standard 1 Year ERQ / 3 Years Air Curtain 5 Years Air curtain – when serial numbers are logged on the Ci Portal and based on Ci Status being held & maintained with the VAR where equipment is purchased	1 Year ERQ / 3 Years Air Curtain
ERQ connected to 3rd Party	1 Year D1+ or D1 commissioned ERQ / 3 Years Daikin UK commissioned ERQ	1 Year	1 Year	1 Year	1 Year
ERAD connected to 3rd Party or Daikin UK Equipment. All ERAD's must be commissioned by Daikin UK	3 Years – Must be Daikin UK commissioned ERAD	1 Year - Must be Daikin UK commissioned ERAD	1 Year - Must be Daikin UK commissioned ERAD	1 Year - Must be Daikin UK commissioned ERAD	1 Year - Must be Daikin UK commissioned ERAD
VRV condensing units, solely connected to 3rd Party Equipment	1 Year D1+ or D1 commissioned VRV / 3 Years Daikin UK commissioned VRV	1 Year	1 Year	1 Year	1 Year
OTHER ITEMS					
SPARE PARTS	1 Year	1 Year	1 Year	1 Year	1 Year
All other equipment & accessories	1 Year	1 Year	1 Year	1 Year	1 Year
AIR PURIFIER	1 Year	1 Year	1 Year	1 Year	1 Year

2. Warranty Period – Conditions

Condition	Daikin UK Direct D1+ Premium Partner & D1 Business Partner	Daikin UK Direct Certified installer Partner (Ci)	Daikin UK Direct Contractor Standard Warranty	Value Added Reseller (VAR) Certified installer Partner (Ci)	Value Added Reseller (VAR) Standard Warranty
All warranties are held between Daikin UK and the Direct Purchasing Party (Daikin UK direct D1+, D1, direct Ci, direct contractor or Value Added Reseller) only. No warranties offered as standard by Daikin UK are End User held warranties or customers of our VAR's held warranties.	Warranty held by D1+ / D1	Warranty held by Ci	Warranty held by contractor	Warranty held by VAR	Warranty held by VAR
Option to transfer Domestic Heating Equipment only to a Home Owner held warranty is available (see 'optional variations' section in this document).	Yes – 5 Years	Yes – 3 Years	Yes – 3 Years	Yes – 3 Years	Yes – 3 Years
The Daikin equipment should be purchased, installed, commissioned and maintained throughout the warranty period by the same contractor, and in accordance with the manufacturer's recommendations.	Non Transferable as Standard (Option to transfer some air-conditioning equipment is available – see 'optional variations' section)	Non Transferable	Non Transferable	Non Transferable – Ci must make warranty claim to the VAR they purchased the equipment from and then VAR makes claim on behalf of Ci to Daikin UK	Non Transferable – Purchasing VAR makes warranty claim to Daikin UK
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	Yes	Yes	Yes
Replacement Parts for units 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).	Yes	Yes	Yes	Yes – Credited to VAR	Yes – Credited to VAR
The engineer has attended a Daikin Training course for the installation of the equipment.	Required	Required	Required	Required	Required
Repeat claims for warranty parts will be subject to investigation by the manufacturer.	Yes	Yes	Yes	Yes	Yes
Daikin UK will make the final determination of warranty eligibility.	Yes	Yes	Yes	Yes	Yes
The Equipment has not be modified in any way without prior written approval of Daikin UK.	Required	Required	Required	Required	Required
Daikin products that are relocated are excluded.	Yes	Yes	Yes	Yes	Yes
Normal wear and tear is excluded.	Yes	Yes	Yes	Yes	Yes
Warranty period commences from date of delivery from Daikin UK.	Yes as Standard (Option Available to extend start of warranty by up to 6 months on some VRV and chillers - See 'Optional Variations' section)	Yes	Yes	From date of delivery to VAR	From date of delivery to VAR
Commissioning sheets must be uploaded at time of commissioning and maintenance records must be uploaded yearly (inc year 1) to the relevant portal for VRV systems to claim for any period other than 'standard' warranty terms.	Compulsory for 7 Years (or 5 Years as standard)	Compulsory for 5 Years (or 3 Years as standard)	Compulsory for purchased 5 Years (or 3 Years as standard)	Compulsory for 5 Years (or 3 Years as standard)	Compulsory for purchased 5 Years (or 3 Years as standard)
In the event of the D1+, D1 or Ci partnership being dissolved, all future and previous purchases will then be subject to the Daikin UK Direct Contractor Standard Warranty or VAR Standard Warranty' terms and conditions from that point onwards.	Yes	Yes	Not Applicable	Yes	Not Applicable
Warranty on units is only given for complete installations (indoor and outdoor units installed at the same time). Part Installations are subject to Daikin's 3 Year Standard Warranty	Yes	Yes	Yes	Yes	Yes

3. Warranty Period – Fixed Labour Allowances

General Components	Standard Allowances	Daikin UK Direct D1+ Premium Partner & D1 Business Partner Allowances
A1 Replacement of components within refrigeration circuit	£66.00	£134.00
A2 Repair of internal pipework (does not include installation pipework)	£34.00	£70.00
A3 Replacement of air supply fan motor (evaporator and condenser fan motor)	£22.00	£50.00
A4 Replacement of fan blade	£16.00	£38.00
A5 Replacement of electrical/electronic components	£16.00	£38.00
A6 Replacement of condensate drain lift up mechanism	£12.00	£30.00
A7 Replacement of auto swing louvre motor	£12.00	£30.00
A8* Dead on arrival of unit (packaged type)	£50.00	£102.00
A9* Dead on arrival of unit (split type)	£92.00	£185.00
* Note: A8 & A9 will be single payment if unit is returned without any repairs		
COMPRESSORS TYPE		
B1 (JT71, 2YC)	£108.00	£216.00
B2 (JT1G, JT15)	£130.00	£258.00
B3 (JT150-220)	£193.00	£386.00
B5 Large chiller	£464.00	£927.00

4. 'Optional Variations' Available to Standard Warranty:

Air Conditioning Equipment

Extended Warranty 'Start Date' of VRV Equipment Only (whole Systems – excluding VRV-Q): Available to D1+ and D1 Partners Only

› The D1+ or D1 partner has the option to ask for the date of commencement of warranty to start from date of commissioning rather than the date of delivery on a specific site.

› D1+ & D1 partners should fill in the on line request form in the D1 portal at time of commissioning and then upload commissioning sheets for the inspection of Daikin UK.

› Warranty start date should match the date of commissioning but will not extend past 6 months after delivery of VRV condensing units.

› Final decision to alter the warranty commencement date lies with Daikin UK.

Transfer of Warranty of All Air conditioning Equipment (excluding VRV-Q): Available to D1+ and D1 Partners only

› Daikin UK have Corporate Client Frameworks in place where we may allow transfer of the warranty to a different D1+, D1 or incumbent maintenance contractor. The transfer of these warranties may be automatically agreed up front by Daikin UK and the End User.

› On all other sites, the installing D1+ or D1 Partner can choose to transfer their warranty to one other D1+ or D1 Partner: Notification of your decision can be made via the D1 portal by way of an upload of a signed copy of our Warranty Transfer Agreement. The agreement should be signed by the installing D1+ or D1 Partner (confirming that they are happy to pass over their warranty), the maintenance D1+ or D1 partner (confirming that they are happy to accept the transfer) and the end user (to confirm his understanding that warranty is held with the new contractor only and is not end user warranty).

Purchased Extension of Warranty Terms – Air Conditioning Equipment Only (excluding VRV-Q): Available to Daikin UK Direct Contractors and Value Added Resellers 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 total order at trade price list values (not net buying price). This is done on an order by order basis and cannot be done on individual items or incomplete systems.

› 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.

Air Conditioning Equipment (continued)

- 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.
- Extended warranty cannot be added to an order after the first equipment delivery.
- Once extended warranty has been paid for, this would then become non- refundable.
- VRV will also require the provision of commissioning and maintenance records (as outlined previously in this document).

Domestic Heating Equipment

Transfer of Warranty from Contractor Held warranty to Home Owner Held Warranty: Available to All customers

- A request to transfer warranty on a specific home for domestic heating products from contractor held, to home owner held, can be made by the installing D1 or D1+ Partner via the D1 portal.
- 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 or 5 years (dependant on partner status) directly with the home homer.
- Home owner warranty policy and its terms and conditions will then apply and supersede this policy (a copy of which is available on request).

Chillers

Purchased Extension of Warranty Terms: Available to All customers

- Extended nontransferable parts warranty can be purchased to increase the term from 1 or 3 years, to up to 5 years from date of order for specific orders (not individual items).
- The extended warranty can be quoted at the time of your enquiry and your final order should then include all the equipment references as per the quote if you wish to take this option.
- Extended warranty cannot be added to an order after the order has been placed.

Extended Warranty 'Start Date' of Chillers Only: Available to D1+ and D1 Partners Only

- The D1+ or D1 partner has the option to ask for the date of commencement of warranty to start from date of commissioning rather than the date of delivery on a specific site.
- D1+ & D1 partners should fill in the on line request form in the D1 portal at time of commissioning and then upload commissioning sheets for the inspection of Daikin UK.
- Warranty start date should match the date of commissioning but will not extend past 6 months after delivery of Chiller.
- Final decision to alter the warranty commencement date lies with Daikin UK.

Making a Warranty Claim

Daikin UK offers a range of warranties and extended warranties for our Air Conditioning, Applied and Heating equipment (warranties on refrigeration equipment are now via Hubbard Products Ltd).

Our warranties have been enhanced to meet the needs of our customers and, as such, offer different terms for customers belonging to our D1 partner programme, Certified Installer scheme, and standard terms for other customers.

If you have a component failure and it is within the warranty period then we are here to help. After you have spoken to our Technical Helpdesk to confirm diagnosis, simply contact the warranty team.

Before calling the warranty hotline, we recommend you confirm your diagnosis with our Aftersales Technical Support department on **01932 879200** or **technicalhelp@daikin.co.uk**



5. Technical Helpdesk

The Daikin UK technical helpdesk offers an invaluable service, providing technical support and guidance when you are experiencing on-site problems when commissioning or diagnosing faults.

Your call will be answered by one of Daikin UK's fully trained engineers.

To help provide a quick and efficient response please make sure you have the full model number of the unit to hand.

And remember that using the D1/D1+ PIN number gives our D1 Business Partners and D1+ Premium Partners priority access to our engineers.

To use this service you must register your engineers via the partner portal **partner.daikin.co.uk**

We aim to provide you with expert technical support and guidance. However, please note that the final diagnosis is the responsibility of the site engineer.

For support with Air Conditioning systems, please contact:

Tel 01932 879200
Mon - Fri 8.00 - 17.00

For support with Heating systems, please contact:

Tel 01932 879277

For the latest opening hours please refer to our 'contact us' page at daikin.co.uk

Email technicalhelp@daikin.co.uk

NEW

WhatsApp Messaging

Daikin now offers WhatsApp messaging for our Service Helpdesk and Warranty departments.

Customers can also attach photos and videos to help with queries.

Message **01932 879000** and choose from **Helpdesk** or **Warranty.**



6. Warranty Period – Procedures

Warranty claims to Daikin UK should only be made by Daikin UK direct D1+, or D1, direct Ci's, direct contractors or our Value Added Resellers.

No customers of our Value Added Resellers (including Value Added Resellers Ci's) should be contacting Daikin UK to make or process the claims – these claims should be made through the Value Added Resellers where the equipment was purchased.

Step 1:

To process a claim simply call the Daikin UK Warranty Hotline on **01932 879275** 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 receives 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.

7. General

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

8. Contact Information

DAIKIN UK warranty department can be contacted by:

Telephone: **01932 879275**
Email: **warranty@daikin.co.uk**

Daikin units comply with the European regulations that guarantee the safety of the product.

Daikin products are distributed by:

The present leaflet is drawn up by way of information only and does not constitute an offer binding upon Daikin UK. Daikin UK has compiled the content of this leaflet to the best of its knowledge. No express or implied warranty is given for the completeness, accuracy, reliability or fitness for particular purpose of its content and the products and services presented therein. Specifications are subject to change without prior notice. Daikin UK explicitly rejects any liability for any direct or indirect damage, in the broadest sense, arising from or related to the use and/or interpretation of this leaflet. All content is copyrighted by Daikin UK.

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Daikin Airconditioning UK Limited The Heights Brooklands Weybridge Surrey KT13 0NY Tel 01932 879000 daikin.co.uk

London and South	South **Westand Midlands**	**North, Scotland and Northern Ireland**
01932 879355	01932 879320	01932 879330