



APPLIANCE & COMPONENT WARRANTIES

Parts and labour warranty cover for heating appliances and heating system component parts

Applies to purchases from April 2017

v2017/1

System/Appliance, Service record

System installed & Commissioned	By	Date	Inhibitor added =L	If Network IQ Contactor Your Code
Service history record				note
Annual Service Year 1 *	By	Date	Invoice no	
Annual Service Year 2 *	By	Date	Invoice no	
Annual Service Year 3 *	By	Date	Invoice no	
Annual Service Year 4 *	By	Date	Invoice no	
Service	By	Date	Invoice no	
Service	By	Date	Invoice no	
Service	By	Date	Invoice no	
Service	By	Date	Invoice no	
Service	By	Date	Invoice no	
Service	By	Date	Invoice no	
Service	By	Date	Invoice no	
Service	By	Date	Invoice no	
Service	By	Date	Invoice no	

***Service evidence is required when making a claim Please retain your invoice receipts**

Parts replaced	Date	By

Every appliance Service - must follow the requirements of the specific appliance and include

A system inhibitor dose check - Test kits are available from Heat IQ



Flue gas analysis check (boilers) - Using a calibrated analyser – Also available from heat IQ



Our heating products are of high quality. Installed correctly they will provide many years of dependable service. Our warranty offers additional peace of mind.

There are some reasonable exclusion's which we set out below.

Exclusions

We will exclude claims made where incorrect installation or installation by a person not legally qualified is a factor. In some instances of incorrect installation a notice of withdrawal of all warranty may be issued.

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 of appliances and or components where the failure is the 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

In the case of heat source appliances, limitations will be applied to the period of cover of heat exchangers where a required commissioning and warranty card is not received or shows commissioning is not completed as required

Failure of heat exchangers or radiators or system components due to inadequate system protection

The warranty of 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) If the required annual service is not carried out the warranty will terminate. *A period of 12 months plus 21 days in any one year of grace is applied between servicing.*

"Don't worry about forgetting" You can sign up for us to e mail when service is due.

Pipe fittings are excluded from warranty if applied to any other brand of pipe system. In all cases failure of pipe fittings is subject to inspection of the failed fitting/s to verify the claim.

Why do we need to verify? Because failed fittings are not seen often. In fact the most common cause of leaks in pipework is as a result of incorrectly prepared pipe and contamination of fittings.

We are unable to 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 a reference code issued prior to rectification.

Our warranty does not guarantee system performance. Where we provide detail or schematics they are indicative only, supportive of a materials quote and based on limited information. The installing contractor having greater knowledge of the customers lifestyle requirements and the logistics of the property is the party responsible for ensuring the installed system meets the users individual requirements

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

Warranty does not cover issues which are a result of or due to incorrect set up of an appliance which require only adjustment to rectify

Limitations

Where labour is covered by this warranty it is limited, to the maximum amounts as set out in the labour cover index within this document. We have allowed labour which is a fair reflection of the time that you could reasonably expect a competent heating engineer with knowledge of heating systems and appliances to take both for fault diagnosis and repair or replacement.

Why do we set labour cover limits? Having limits on the Labour element of any claim excludes us from being open to overcharging or paying for the education of a less competent engineer learning on your system.

We reserve the right to seek proof of service history, detailed information including photographs and in some instances on-site inspection by our nominated representative before approving a warranty claim.

In some instances a claim may be accepted conditionally pending inspection, in such instances any failed component/s must be returned to Heat IQ before a claim is confirmed parts supplied will be invoiced and remain payable until the claim is approved.

We will cover the cost of returning items for an accepted claim, where the claimant provides the courier Receipt.

In all cases our product warranty is limited to 12 months in commercial applications.



Warranty period commencement

It is important to ensure the warranty registration is submitted.

The 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. For all other items/ components cover is from the date of purchase.

Appliances commissioning - warranty registration requirements

IMPORTANT in all cases the warranty commissioning certificate must be completed and submitted by the installer and signed by the end user. A reminder will be set to the invoiced customer if this is not submitted within 30 days of purchase.

Where this appliance warranty is not submitted by 60 days after purchase, warranty will be **limited to one year only**.

Servicing record requirements

Where applied to any heat source or fan coil unit warranty is conditional upon servicing being carried out annually.

Service must be carried out by a competent engineer and each service must be logged. By forwarding a scan e-mail or hard copy of the service receipt to Heat IQ. Where service is not carried out within the given period warranty cover is terminated at the end of the service period.

You can request an e-mailed system service reminder.

We automatically send an e-mailed reminder to the person or company to whom the heat source appliance was invoiced.

End user Reminder. By entering your e mail address onto the installers commissioning sheet when you sign off your install you will then also receive our automated service reminder.

Please note service reminders are just something we do to assist you; in the event that a reminder is not received this will not be considered an acceptable reason for failure to service. We strongly recommend you note the required service dates

Making a Claim Under Your IQ warranty

Call us 06 3447392 or e-mail sales@heatiq.co.nz

Contact us to have your claim approved or pending before taking remedial action.

Make sure you have your system service records Handy.

Claims require completion of our formal claim form –, When approved, claims will be notified

formally not verbally.

Claims must be made in advance of any repair being carried out. We will not accept retrospective

claims

Heat IQ reserve the right to request any or all of the following to substantiate the claim

- 1 Photos of the failed Appliance or component and aspects of the system in which it is used.
- 2 For heat source appliances, evidence of annual servicing.
- 3 Water samples from the System.
- 4 Return of the failed item for inspection.
- 5 On-site inspection by our representative.

Supply of Parts is not necessarily acceptance of a claim. Parts supplied may be invoiced pending confirmation of approval.

Where a claim is not accepted under warranty any parts supplied must be paid for in full.

Where Labour is covered under this warranty it is limited

The Labour hours we cover are a fair reflection of the time it would take a competent engineer to fault find and replace a failed item or appliance components,

We do not cover additional charges such as travel or mileage charges; call out charges or any other additional charges which may in some instances be applied by a contractor.

We cover labour to the maximum amounts presented on the chart below. At the hourly rate we set each year (*The 2017 rate is \$69.00 per hour in any instance the rate will never be less than this*)

Settlement of Warranty labour claims

Where a payment for labour is to be made this payment will be paid upon receipt of a copy of the invoice issued by the contractor (by e-mail is ok) **Our payment will cover only the maximum amounts set out in our labour Schedule.**

Payment

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

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

Where the claimant is an account holding trade customer or Network IQ installer payment will be made in the form of a credit to your account unless otherwise requested.

Labour allowances				
Appliances	Fault finding	Replace components up to	Contractors call out charges	Contractors travel related charges
Gas Boiler repairs	0.5 Hours	1.5 hours	Not covered	Not covered
Diesel boiler Burner repairs	0.5 Hours	2.0 Hours	Not covered	Not covered
AW Heat Pump Mechanical and control side	0.5 Hours	2.0 Hours	Not covered	Not covered
AW Heat Pump Refrigeration side	1.0 Hour	Up to 2 Hours	Not covered	Not covered
System components replacement				
Domestic HW Cylinder replacement	4.0 Hours in total		Not covered	Not covered
Buffer tank replacement	3.0 hours in total		Not covered	Not Covered
Hydraulic separator or plate HX replacement	1.5 hour in total		Not Covered	Not Covered
Mechanical valve or motor valve body	1.0 hour in total		Not covered	Not covered
Replace a Thermostat or programmer	0.5 hours in total		Not covered	Not covered
Motorised valve head replacement inc electrical	2.0 hour in total		Not covered	Not covered
Replace a Flow or Return pipe fitting	1.0 hour in total		Not covered	Not covered
Underfloor heating pipe	By negotiation		Not covered	Not covered
Replace a radiator or towel rail	1.5 hours in total		Not covered	Not covered
Replace a Fan coil radiator	1.5 Hours in total		Not Covered	Not covered
Replace a circulating pump Inc, electrical	2.0 Hour in total		Not covered	Not covered
Replace a towel rail element inc electrical	2.0 Hour in total		Not covered	Not covered
Replace a Cylinder element inc electrica	2.0 Hours in total		Not Covered	Not covered

It is not unreasonable for a contractor to make a charge for mileage or travel; this is not covered by our warranty.

We recommend you clarify any additional charges with your contractor

Overview

Warranty terms are enhanced where installation is by a **Network IQ accredited installer (shown in Green)**

Item	Parts Exclusions	Labour limitations	Conditional Exclusions
Gas Boilers * 5 Years Parts 3 Years Labour 5 Years Labour	<u>Thermistors & temperature sensors limited to 1 year only</u>	<u>To the maximum value as set out in our T & Cs appendix B</u>	Including but not exclusively, Incorrect installation or commissioning, not serviced as required by the terms of warranty, warranty registration was not submitted. Incorrect use, Inadequate water treatment, incorrect fuel or harsh environmental influences.
Diesel boilers * 5 Years Parts 3 Years Labour 5 Years Labour	Thermistors & temperature sensors limited to 1 year only	To the maximum value as set out in our T & Cs appendix B	Including but not exclusively, Incorrect installation or commissioning, not serviced as required by the terms of warranty, warranty registration was not submitted. Incorrect use, Inadequate water treatment, incorrect fuel or harsh environmental influences.
Air to water HPs* 3 Years Parts 2 Years Labour 3 Years Labour	Thermistors & temperature sensors limited to 1 year only	To the maximum value as set out in our T & Cs appendix B	Including but not exclusively, Incorrect installation or commissioning, not serviced as required by the terms of warranty, warranty registration was not submitted. Incorrect use, Inadequate water treatment or harsh environmental influences.
*IMPORTANT. In all cases - Appliance warranties are conditional, where the commissioning/warranty registration is not submitted or indicates commissioning was not completed correctly our warranty is limited to 12 months. Appliance warranty is 12 months extended for a further 12 months at each service up to the maximum term where a boiler is not serviced within 28 days of a given annual service period warranty is terminated			
Pool and Spa HPs 2 Years Parts only	Thermistors and temperature sensors 1 year only	Parts only covered	Where Incorrectly installed, or incorrectly commissioned or has not been serviced as required under the terms of warranty. Sulphur or salt degradation.
Fan coil heaters 3 Years Parts 1/2 Years Labour		To the maximum value as set out in our T & Cs appendix B	Failure due to inadequate inhibitor or incorrect installation *or failure to service
Steel Radiators 10 Years Parts 3/5 Years Labour	Thermostatic cartridge 2 years only	To the maximum value as set out in our T & Cs appendix B	Excludes Radiators installed in wet areas. Failure due to inadequate inhibitor or incorrect installation.
Towel rails 5 Years Parts 2/3 Years Labour	Elements covered for 1 Year Parts only		Failure due to inadequate inhibitor or incorrect installation
DHW cylinders 10 Years Parts 3/5 Years Labour	Thermostats and elements 2 years only	To the maximum value as set out in our T & Cs appendix B	Excludes where water quality is demonstrably excessively aggressive
Buffer tanks 5 Years parts 3/5 Years Labour		To the maximum value as set out in our T & Cs appendix B	Must be used in a system with adequate levels of inhibitor failure due to under treatment or contamination debris are not covered
Heat exchangers Manifolds, Hydraulic separators 5 Years Parts 2/3 Years Labour		To the maximum value as set out in our T & Cs appendix B	Where Incorrectly installed, or incorrectly commissioned or has not been serviced as required under the terms of warranty. Environmental issues or manifold failure related to excessive temperatures.
NTM Pex al Pex Pipe & fittings 10 Years Parts 3/5 Years Labour		By approval up to 4 Hrs	Incorrect installation or assembly or use of the incorrect tooling. Incorrect application. Excess heat or inadequate support. Use on other pipe systems <u>All warranty failures of pipe fittings will be pending subject to assessed of the failed item.</u>
Flo fit system Ten Years		Parts only covered	Incorrect installation inadequate support damage due to tooling or chemical reaction
Programmiers Thermostats, Wiring centres 2 Years Parts 1/2 Years Labour	Excludes HIQ 423- 424 414 and 415 Budget items sold with 1 year parts only cover	To the maximum value as set out in our T & Cs appendix B	Use for a purpose for which the control is not intended or issues related to incorrect power supply or wiring
Pumps Manifolds > mechanical valves 2 Years Parts 1/2Years Labour	Includes manifold rail, by-pass assemblies and all mechanical valving	To the maximum value as set out in our T & Cs appendix B	Incorrect application – excessive temperatures , dry operation
Motorized valves > 2 years Parts 1/2 Years Labour	Excludes obsolete items HIQ131 – HIQ 131A HIQ 460 – HIQ 460A all 1 Year part only	To the maximum value as set out in our T & Cs appendix B	Incorrect application – excessive temperatures , dry operation