

# Dimplex Heat Pump System Warranty Terms & Conditions

Your Dimplex installed heat pump system (including associated pumps, cylinder, immersions\* and safety devices) is covered under the terms of our comprehensive **three-year full parts and labour** Warranty Scheme.

Under this scheme Glen Dimplex Ireland undertakes for a period of **three years** from the date of purchase to affect repair or replace any component found to have a manufacturing defect and the cost of any components replaced and the labour costs thereof will be fully met by Glen Dimplex Ireland.

This undertaking is at the sole discretion of Glen Dimplex Ireland & subject to the conditions listed below:

## Three Year Warranty Conditions

1. The system must be installed by a Dimplex trained installer.
2. Installation must be in accordance with the issued Dimplex installation instructions.
3. The system must be commissioned by Dimplex personnel.

**If any of the above conditions are not met then the warranty will be void.**

If the product is not commissioned by Dimplex personnel & in the event of a failure not caused by a manufacturing defect but by the installation then the warranty will be void.

While an annual check of the strainer is recommended proof of same is not a requirement for this warranty and absence of same will not void the terms of this warranty.

Dimplex will issue a warranty certificate to the user upon completion of commissioning.

**The warranty period commences from the date of purchase.**

Please note that your installer should always be the first point of contact in the event of any system failure to diagnose before contacting Glen Dimplex Ireland.

## Service Contact details

Glen Dimplex Ireland, Airport Road, Cloghran, Co. Dublin K67 DT89

[warrantyireland@glendimplex.com](mailto:warrantyireland@glendimplex.com)

+353 (0)1 8424833

**Exclusions:**

- (a) Damage caused by incorrect installation, incorrect application or inadequate commissioning.
- (b) Accidental damage, malicious damage, any unauthorised alteration, tampering or repair.
- (c) \*Buffer/domestic hot water Immersion heater failure due to scale build up.
- (d) Equipment not supplied by Dimplex - such as radiators, underfloor heating, ground collectors, pipe work, valves, pumps etc.
- (e) Faults and associated costs arising due to lack of suitable power supply, water contamination, air pollution, or icing caused as a result of the defrost function normal operation being prevented and not by a manufacturers defect.
- (f) The failure of the equipment to operate correctly caused by the withdrawal of services by a third party.
- (f) Air in the heating system and/or inadequate balancing of the heating system.
- (g) Damage or failure of the equipment due to: a software virus or the process of backing up or recovery of data.
- (h) Replacement of consumer durables (e.g. filters, glycol, fuses).
- (i) Issues associated with restricted access to the equipment.
- (j) Resetting up the equipment and adjusting controls, except following authorised repair.
- (k) Accessories - unless agreed otherwise in writing.
- (l) Damage to cosmetic panels caused by failure of the equipment.
- (m) Failure due to the incorrect configuration of user settings.

**Glen Dimplex Ireland shall not be liable for:**

Any consequential or economic loss, howsoever arising from any defects affecting the product or from any delay in repairing or replacing the product. Any fault or costs of repair resulting from: incorrect selection or/and installation of the equipment, including defective design and/or application, inadequate commissioning, inappropriate maintenance or neglect, accidental or/and deliberate damage, misuse, normal wear and tear and any unauthorised alteration or repair; the costs of any ordinary or specified product maintenance, and costs or/and faults resulting from any other use but the purpose the products are intended for. Any extension to this warranty following the replacement of a faulty component or product. This warranty can only be transferred to new occupiers of the building in which the Heat Pump System is installed. Removal and refitting in another location invalidates this warranty.