



Daikin Boiler EKOMBGU End-User Warranty

For the householder or equipment owner

Please register your warranty now!

With your new Daikin boiler, you will benefit from many years trouble free heating for your home. To access expert service and support from Daikin UK should you ever need it, please register your warranty to be eligible for your exclusive parts and labour warranty. This document explains the Terms and Conditions of your warranty and your responsibilities.

1. Scope

This warranty applies only to Daikin Boiler EKOMBGU (excluding the hybrid boiler EHYKOMB33AA2) sold by Daikin Airconditioning UK Ltd ("Daikin UK"), installed in the United Kingdom and commissioned by a Daikin trained engineer, according to the manufacturer's instructions. The installation must be registered with Daikin UK to be eligible. The warranty is for 7 years as standard. Only boiler components failures are covered by the warranty.

2. Contents of the Warranty

When registered with us, the Homeowner of the Daikin EKOMBGU boiler receives Daikin UK's End User Warranty ("EUW") on the Product, subject to the conditions (i. ii, iii.) below for a period of 7 years from commissioning, or up to an additional 6 months from the date of delivery to the premises of the installation, whichever is the shorter ("Warranty Period").

During the Warranty Period, Daikin UK will repair or replace the parts and/or components of the boiler which are covered by the warranty at our discretion to ensure its conformity with our specifications.

If you request Daikin UK to diagnose the reason for a fault, and we find that there isn't a fault with the product, we reserve the right to charge to inspect the Product before any non-warranty work is carried out (see section 3 "how to claim under this warranty"). The labour costs associated with replacing parts/components which are covered by the warranty, will be borne by Daikin UK. Parts which are not included in the warranty include any pipework, connections or any other ancillary equipment (such as brackets, external filters, third-party valves, expansion vessels, etc.) connected to the Product. We will take ownership of any parts/components and/or Product which are replaced and removed, under this warranty.

i. Commissioning

The Product must be installed, commissioned and maintained by a Daikin trained engineer or by Daikin UK authorised personnel. Gas appliances must be installed, commissioned and maintained by a GAS SAFE registered engineer. The boiler Benchmark log book must be completed and signed by the commissioning engineer, and retained by the householder for future inspection. If the product has not been suitably commissioned, the warranty will be invalidated.

ii. Maintenance

The Daikin boiler must be serviced annually by a suitably trained registered Gas Safe engineer in accordance with the manufacturer's instructions. The cost of the annual service is not included in the warranty. System filters must be checked and cleared during the regular maintenance to avoid flow issues. The gas boiler Benchmark Logbook must be completed and maintenance records must be retained for inspection by Daikin UK prior to any warranty work. If the appliance has not been suitably maintained, the warranty will be invalidated.

iii. Activating your warranty

The warranty must be registered and activated with Daikin UK within 30 days of commissioning. If the product is not registered, we reserve the right to limit the warranty to a period of 3-years parts only, and in this case will charge for any associated labour costs to visit and repair/replace components.

The installation can be registered in any of the following ways:

- Online at: https://daikin.formstack.com/forms/daikin_heating_end_user_warranty_registration
- By returning the completed Warranty Registration Form delivered with the appliance using the prepaid envelope provided
- By telephoning 0845 641 9271
- By your installer using the KEY Installer Warranty Registration app

3. How to claim under this warranty?

It is important to first identify that there is a fault with the product before making a claim under this warranty. In the event of breakdown or malfunction of your boiler, you may contact any of the following to identify the reasons for the fault:

- The original installer
- A Daikin-trained installer
- Daikin UK service department

Before proceeding, you may wish to check who is able to offer the first available date for the inspection visit, which may be chargeable.

If you would like us to visit and identify reasons for the fault, we reserve the right to charge you for any reasonable costs incurred where no fault is found with the Product. All visits which are related to the installation or external system faults will be charged, and our current fees and costs are shown on our website. 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.

Where your original installer or other Daikin trained installer confirms a product fault, please contact us with full details including the serial number, to arrange a visit to repair the boiler. If any failure is caused by contaminated water in the system the engineer visit becomes chargeable.

The householder must provide our representative safe, free and easy access to the Product 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. If your boiler is in a cupboard, there must be enough room for the engineer to access the components (as explained by the minimum clearances shown in the installation instructions). We will not accept responsibility for removing cupboards, kitchen units, trims, etc, to gain access for repairs.

4. Liability disclaimer

DAIKIN UK shall not be liable for any special, indirect, consequential or economic loss, howsoever arising from any defects affecting the Product or from any delay in repairing or replacing the Product; DAIKIN UK will NOT be liable in any event in providing this warranty, for (including, but not exclusively):

- Any fault or costs of repair resulting from:
- incorrect selection of the equipment, including defective design and/or application,
- incorrect installation, inappropriate or unperformed commissioning,
- inappropriate maintenance or neglect, accidental and/ or deliberate damage, misuse, normal wear and tear and
- Any unauthorised alteration or repair;

- Faults or costs resulting from external sources anomalies such as lack of (or excessive) power supply, insufficient water, water/air contamination, scale formation and any other elements outside DAIKIN UK's reasonable control or responsibility;
- Blockages and consequential damage caused by dirty / contaminated water, e.g. damaged pumps, blocked plate heat exchangers, blocked filters
- System connected to an incorrect power supply or to a temporary power supply.
- 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.

Limitation of the Warranty

Under no circumstances shall any replacement parts provided and/ or any warranty work performed lead to an extension of the Warranty Period.

This Warranty may be transferred to a new Householder, for the remaining Warranty Period provided that the Product is not removed from the original installation address.

This Warranty is intended to assist the non-commercial and personal user of the Products for proper use in accordance with Product manufacturer's specification, and does not affect the Householder statutory rights.

Daikin UK reserve the right to update this warranty (and its terms and conditions), from time to time, without notice.