

# Terms and Conditions

Daikin Airconditioning UK Ltd (shall be known as Daikin from here on in), 1, The Heights, Brooklands, Weybridge, Surrey KT13 0NY Tel: 0845 6419000 Fax: 0845 6419009  
Registered in England and Wales. Registered Number 04616794

## Your use of this Website

You must only use this Website for lawful purposes, and you must not use it in a way that infringes the rights of anyone else or that restricts or inhibits anyone else's enjoyment of the Website.

You may use, download and print content on the Website solely for your own personal use or internal business purposes. Other than for your own personal use or internal business purposes, you may not without our prior written consent:

- copy, reproduce, use or otherwise deal with any content on the Website;
- modify, distribute or re-post any content on the Website for any purpose;
- reproduce, crawl, frame, link to or deep-link into this Website on or from any other website;
- use the content of the Website for any commercial exploitation whatsoever.

## Password/account security

You are responsible for maintaining the confidentiality of your password and account and any activities that occur under your account. Daikin shall not be liable to any person for any loss or damage which may arise as a result of any failure by you to protect your password or account.

## Ownership of rights

All rights, including copyright and other intellectual property rights, in and to this Website are owned by or licensed to Daikin.

If you acquire any copyright or other intellectual property rights in the Website (whether by operation of law or otherwise), then you agree to assign those rights to us (including any rights you may have in user generated content that you submit through the Website) on a worldwide basis absolutely to the fullest extent permitted by law. You will also unconditionally and irrevocably waive any and all moral rights you acquire in or to the Website.

You further agree to execute all such documents and do all such acts and things as we may reasonably require in order to assign any such rights to us and to waive any moral rights you acquire in or to the Website.

## Accuracy of content

To the extent permitted by applicable law, Daikin disclaims all content or information displayed in or on this Website is accurate, complete, up-to-date and/or does not infringe the rights of any

third party. The views expressed in user generated content are the opinions of those users and do not represent the views, opinions, beliefs or values of Daikin UK or any of its agents.

## Damage to your computer or other device

Daikin uses reasonable efforts to ensure that this Website is free from viruses and other malicious or harmful content. However, we cannot guarantee that your use of this Website (including any content on it or any website accessible from it) will not cause damage to your computer or other device. It is your responsibility to ensure that you have the right equipment (including antivirus software) to use the Website safely and to screen out anything that may damage or harm your computer or other device. Except where required by applicable law, Daikin UK shall not be liable to any person for any loss or damage they suffer as a result of viruses or other malicious or harmful content that they access from or via the Website.

## Links to other websites

We have placed links on this Website to other websites we think you may want to visit. We do not vet these websites and do not have any control over their contents. Except where required by applicable law, Daikin cannot accept any liability in respect of the use of these websites.

## Changes to these Website Terms

We reserve the right to change and update these Website Terms from time to time and recommend that you revisit this page regularly to keep informed of the current Website Terms that apply to your use of the Website. By continuing to access, browse and use this Website, you will be deemed to have agreed to any changes or updates to our Website Terms.

## Warranty

The Daikin UK End User warranty is subject to the following terms and conditions:

With your new Daikin Altherma heat pump, you will benefit from the market-leading heat pump for your home. To access expert back-up from Daikin 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 exclusive warranty and your responsibilities.

### 1. Scope

This warranty applies only to Daikin Altherma air-water heat pumps (excluding Daikin Altherma FLEX Type) and Daikin Altherma

Hybrid Heat Pump systems, and Daikin hot water cylinders sold by Daikin Airconditioning UK Ltd ("Daikin UK"), installed in the United Kingdom and commissioned by a Daikin Altherma trained engineer, according to the manufacturer's instructions. The installation must be registered with Daikin UK to be eligible. The warranty is for 3-years, or 5-years when installed and commissioned by a Daikin KEY PARTNER installer or where purchased separately directly from Daikin UK.

## 2. Contents of the Warranty

When registered with us, the Homeowner of the Daikin Altherma Heat Pump receives Daikin UK's End User Warranty ("EUW") on the Product, subject to the conditions (i. ii, iii.) below for a period of 3 or 5 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 Product which are covered by the warranty at our discretion so that it can ensure its conformity with Product manufacturer's specifications.

We reserve the right to charge for and inspect the Product at the premises before any warranty work is carried out. 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 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 Altherma trained engineer or by Daikin UK authorised personnel. Gas appliances must be installed, commissioned and maintained by a GAS SAFE registered engineer.

The Daikin heat pump commissioning sheet and MCS Commissioning Certificate must be completed and signed by the commissioning engineer, and retained for future inspection. If the product has not been suitably commissioned, the warranty will be invalidated.

### ii. Maintenance

The Daikin Altherma heat pump must be regularly maintained in accordance with the manufacturers' instructions by a Daikin trained maintenance company. The gas boiler must be maintained by a GAS SAFE registered engineer. The Heat Pump Logbook and Benchmark Logbook (for gas appliances) must be completed and maintenance records must be retained for inspection by Daikin 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 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 (<http://www.daikin.co.uk/service/warranty-registration/index.jsp>) or
- by returning the completed Warranty Registration Form delivered with the appliance using the prepaid envelope provided
- or by telephoning 0845 641 9 000

### 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 heat pump, you may contact any of the following to identify the reasons for the fault : the original installer, a Daikin-trained installer or Daikin UK. Before proceeding, you may wish to check the first available date for the inspection visit.

If you would like us to visit and identify reasons for the fault, we will 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.

Once a product fault has been confirmed by your original installer or Daikin-trained installer, then please contact us with full details including the serial number, to arrange a visit to repair the heat pump.

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.

### 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's reasonable control or responsibility;

- 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.

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

# Cookies Policy

## Introduction

At Daikin we want to make sure that the website we operate looks as good as possible but also is easy for you to use. To help us to do this, our website uses cookies.

Cookies help us to assess how you use our website and also how we can improve our website. This means we have the information we need to regularly evaluate whether our website really meets your needs. Some of the cookies we use improve the functionality of our website, so if you choose to disable cookies on your browser, you might find that you can't access some aspects of our website, or that parts of the website don't function in the way that you might expect them to.

## What Are Cookies?

A cookie is a small file of letters and numbers that we put on your computer if you agree. Cookies allow us to recognise that you have visited our website before and remember your preferences.

Cookies can help us to remember your website login so that you don't need to type it into the website every time you return, or to remember the goods that you have clicked to purchase on one page so that they are added to your basket.

Cookies also help us to collect information about the way you use our website which helps us to ensure any advertising that you see is relevant and useful to you.

# How We Use Cookies

Our website uses 10 cookies. These cookies allow us to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and to improve our website. We are required by law to provide you with clear and comprehensive information about the cookies that we use and if this page does not answer all of your queries you should contact us.

Our cookies do not store information which could be used to identify you personally, such as your contact details.

## **We use the following cookies:**

### *Analytical/Performance Cookies*

They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

### *Strictly Necessary Cookies*

These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website

**Cookie name:** *Google Analytics* **Purpose:** Collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. Google's privacy policy is available [here](#).

**Cookie name:** *ci\_session* **Purpose:** Also called a transient cookie, a cookie that is erased when the user closes the Web browser. The session cookie is stored in temporary memory and is not retained after the browser is closed. Session cookies do not collect information from the user's computer. They typically will store information in the form of a session identification that does not personally identify the user.

**Cookie name:** *YouTube* **Purpose:** Features for sharing videos via YouTube, and remembering what videos you've seen.

# Privacy Policy

This privacy policy sets out how Daikin UK uses and protects any information that you give to Daikin UK. This data may be collected via the Daikin UK or other parties acting on behalf of Daikin UK; or by phone or paper based means.

Daikin UK is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used to successfully fulfil your requests within the confines of the scheme.

This policy is effective from 1st April 2015.

## What we collect

We may collect information such as the following:

- Name, address and job title
- Contact information including email address
- Company information - business users only
- Demographic information such as postcode, preferences and interests
- Product purchase and warranty information
- Other information relevant to customer surveys and/or offers or loyalty schemes

## What we do with the information we gather

We require this information to understand your needs, fulfil our duties, provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may contact you by email, mail or phone/SMS/fax about new products, special offers or other information which we think you may find interesting, using the details which you have provided.
- We may also contact you by email, mail or phone/SMS/fax with information regarding the servicing or maintenance of products.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone/SMS/fax or mail.
- Your information may be passed to third parties whose software is embedded within the Key platform, to enable you to be able you to redeem your points.

## Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place sensible physical, electronic and managerial procedures to safeguard and secure the information we collect.

Data may also be supplied to Agents of Daikin UK who provide services for Daikin UK. Daikin UK will obtain assurances from its Agents that they will safeguard personal information in a manner consistent with this policy.

## Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site.

Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

If you have previously agreed to us using your personal information for marketing purposes, you may change your mind at any time by writing to or emailing us using the details below.

We will not sell, or lease your personal information to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to the address below.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the address below, and we will promptly look into the matter.

## Contact Details

For the purposes of the Data Protection Act 1998, the data controller is Henk Van Den Berg, Daikin Airconditioning UK Ltd, a company registered in England and Wales.

Company Number: 04616794

Registered office: 1, The Heights, Brooklands, Weybridge, Surrey KT13 0NY

## Daikin UK Key Installer Loyalty Scheme

### 1. Member eligibility



1.1 The Daikin UK Key loyalty scheme and the three tiers within it are open to people fulfilling the following criteria:

Heating KEY Scheme	Member	Associate	Partner
Criteria			
Annual sales value per FY	No minimum	£20,000	£50,000
Eligibility			
Gas safe certified		✓ (where applicable)	✓ (where applicable)
MCS certified		✓ (where applicable)	✓
F Gas certified (company level)		✓ (own or sub-contractor)	✓
Free Daikin training (to join tier)	1 course	1 course	3 technology courses from: Hybrid HT LT Flex Mono
Free Daikin training (to maintain membership)	1 course	1 course	2 courses

1.2 Employees of Daikin stockists and merchants and distributors, or employees and contractors of major energy suppliers are not eligible to participate.

1.3 Employees and agents of Daikin and its affiliates and subsidiaries and parent company, and such employees and agents' immediate families (spouse, parent, child or sibling) are not eligible to participate in the scheme.

## 2. Registration

2.1 Registration to the Daikin KEY Installers' Scheme can be made via two channels; either (a) an application form online at [www.daikin-key.co.uk](http://www.daikin-key.co.uk) or (b) a paper based registration at selected special events and exhibitions only. Membership of the Installers' Club is limited to a maximum of one account per email address.

2.2 To register successfully via either channel you must fulfil the criteria set out in 1. Member Eligibility

2.3 Usernames and passwords to access the member's area of the online Installers' Club will be delivered on verification of valid Gas Safe, MCS and F Gas certificates.

2.4 Membership of the Installers' Club is free of charge to all members.

2.5 It is important that members contact details are kept up to date in order that Daikin can operate the Installers' Scheme effectively. Members are encouraged to keep details up to date

via the Installers' Scheme online account management. Members can also update their details by calling the Installers' Scheme Administrator on 08456419000 between the hours of 9:30am and 5:00pm, Monday to Friday or by emailing [key@daikin.co.uk](mailto:key@daikin.co.uk).

2.6 Daikin shall not be liable for any unauthorised use or access to any Installers' Scheme members (a) purchase and purchase history; (b) rewards; or (c) account information; and members are strongly advised to keep their account security details safe and secure. No compensation request will be accepted by Daikin.

## 3. Rewards

3.1 Daikin reserves the right to (a) alter the products included or excluded from the KEY Installers' Loyalty Scheme; (b) to alter products on which rewards may be redeemed; (c) to alter the amount of purchases required to earn rewards; and (d) alter the number of rewards per purchase frequency and/or purchase value/quantity.

3.2 Daikin reserves the right to offer bonuses or special offers on certain products as selected by Daikin UK from time to time and at Daikin's discretion.

3.3 Daikin's KEY Installer Loyalty Scheme redeemers agree:

(a) to use the reward(s) for his/her own personal private use and not to use it for any commercial purpose, whether for a fee or otherwise, or to distribute it commercially;

(b) not to use the reward(s) for any fraudulent, criminal or unlawful purpose;

(c) not to infringe either Daikin's or any other person's intellectual property rights, including but not limited to copyright, in the reward(s) and not to delete or amend any copyright or other proprietary notices which may appear therein/on;

(d) not to use the reward(s) in any way which Daikin's, in its absolute discretion, considers objectionable, injurious to its brand or reputation or otherwise unacceptable.

3.4 Reward(s) will be sent via post to the registered members postal address provided. All postage costs will be paid by Daikin.

3.5 Daikin's liability under or in connection with the scheme or these terms and conditions shall be limited to the value of one reward (based on the average value of all rewards awarded).

3.6 Daikin's not be liable for any losses, taxes, liabilities or inconvenience suffered by any member as a result of these terms and conditions, entering into the scheme or using a reward except that Daikin's does not exclude or limit its liability for death or personal injury caused by its negligence, fraudulent misrepresentation or any other liability to the extent that such liability cannot be excluded or limited under applicable law or regulation.

3.7 Daikin's does not accept responsibility for any event which may cause the scheme to be disrupted or corrupted.

3.8 Daikin will allocate points based on purchases via two channels (a) Directly from Daikin and (b) Indirectly via one of our approved wholesalers. Points for purchases made directly from Daikin UK (3.8a) will be based on the below table and no further action after purchasing will be required to have these points added to your account. Points for purchases made from a Daikin approved wholesaler (3.8b) will require you to register the product for a warranty in order to have the points added to your account. The value of the points per product are indicated in the

below table. Daikin reserves the right to change the points value of products along with actual products within the scheme at any given time.

**Altherma LT Split =350 points**

	Part Number	Description	Product Group	User Friendly Name
Outdoor Unit	ERLQ004CV3	4kW / 1-phase / 230V	LT	Daikin Altherma LT Split 4kW
	ERLQ006CV3	6kW / 1-phase / 230V	LT	Daikin Altherma LT Split 6kW
	ERLQ008CV3	8kW / 1-phase / 230V	LT	Daikin Altherma LT Split 8kW
	ERLQ011CV3	11kW / 1-phase / 230V	LT	Daikin Altherma LT Split 11kW
	ERLQ014CV3	14kW / 1-phase / 230V	LT	Daikin Altherma LT Split 14kW
	ERLQ016CV3	16kW / 1-phase / 230V	LT	Daikin Altherma LT Split 16kW
	ERLQ011CW1	11kW / 3-phase / 400V	LT	Daikin Altherma LT Split 11kW (3-ph)
	ERLQ014CW1	14kW / 3-phase / 400V	LT	Daikin Altherma LT Split 14kW (3-ph)
	ERLQ016CW1	16kW / 3-phase / 400V	LT	Daikin Altherma LT Split 16kW (3-ph)
Indoor Unit	Heating only			
	EHBH04C3V	For 4kW OU (ERLQ004)	LT	Daikin Altherma LT Split indoor (4kW)
	EHBH08C3V	for 6-8kW / 1-phase OU (ERLQ006-8)	LT	Daikin Altherma LT Split indoor (6-8kW)
	EHBH08C9W	for 6-8kW / 3-phase OU (ERLQ006-8)	LT	Daikin Altherma LT Split indoor (6-8kW) 3-ph
	EHBH16C3V	for 11-16kW / 1-phase OU (ERLQ006-8)	LT	Daikin Altherma LT Split indoor (11-16kW)
	EHBH16C9W	for 11-16kW / 3-phase OU (ERLQ006-8)	LT	Daikin Altherma LT Split indoor (11-16kW) 3-ph
	Heating/Cooling only			
	EHBX04C3V	For 4kW OU (ERLQ004)	LT	Daikin Altherma LT Split <b>indoor (4kW) heat/cool</b>
	EHBX08C3V	for 6-8kW / 1-phase OU (ERLQ006-8)	LT	Daikin Altherma LT Split <b>indoor (6-8kW) heat/cool</b>
	EHBX08C9W	for 6-8kW / 3-phase OU (ERLQ006-8)	LT	Daikin Altherma LT Split <b>indoor (6-8kW) 3-ph heat/cool</b>
	EHBX16C3V	for 11-16kW / 1-phase OU (ERLQ006-8)	LT	Daikin Altherma LT Split <b>indoor (11-16kW) heat/cool</b>
	EHBX16C9W	for 11-16kW / 3-phase OU (ERLQ006-8)	LT	Daikin Altherma LT Split <b>indoor (11-16kW) 3-ph heat/cool</b>

**Altherma Monobloc (Current) = 240 points**

	Part Number	Description		User Friendly Name
Outdoor Unit	EBHQ006BBV3	6kW / 1-phase / 230V	MB	Daikin Altherma Monobloc <b>6kW</b>
	EBHQ008BBV3	8kW / 1-phase / 230V	MB	Daikin Altherma Monobloc <b>8kW</b>
	Heating only			
	EDHQ011BB6V3	11kW / 1-phase / 230V	MB	Daikin Altherma Monobloc <b>11kW</b>
	EDHQ014BB6V3	14kW / 1-phase / 230V	MB	Daikin Altherma Monobloc <b>14kW</b>
	EDHQ016BB6V3	16kW / 1-phase / 230V	MB	Daikin Altherma Monobloc <b>16kW</b>
	EDHQ011BB6W1	11kW / 3-phase / 400V	MB	Daikin Altherma Monobloc <b>11kW (3 phase)</b>
	EDHQ014BB6W1	14kW / 3-phase / 400V	MB	Daikin Altherma Monobloc <b>14kW (3 phase)</b>
	EDHQ016BB6W1	16kW / 3-phase / 400V	MB	Daikin Altherma Monobloc <b>16kW (3 phase)</b>
	Heating/Cooling only			
	EBHQ011BB6V3	11kW / 1-phase / 230V	MB	Daikin Altherma Monobloc <b>11kW heat/cool</b>
	EBHQ014BB6V3	14kW / 1-phase / 230V	MB	Daikin Altherma Monobloc <b>14kW heat/cool</b>
	EBHQ016BB6V3	16kW / 1-phase / 230V	MB	Daikin Altherma Monobloc <b>16kW heat/cool</b>
	EBHQ011BB6W1	11kW / 3-phase / 400V	MB	Daikin Altherma Monobloc <b>11kW (3 phase) heat/cool</b>
	EBHQ014BB6W1	14kW / 3-phase / 400V	MB	Daikin Altherma Monobloc <b>14kW (3 phase) heat/cool</b>
	EBHQ016BB6W1	16kW / 3-phase / 400V	MB	Daikin Altherma Monobloc <b>16kW (3 phase) heat/cool</b>
	Control Box	EKCBH008BCV3	Heating only	MB
EKCBX008BCV3		Heating/Cooling only	MB	Daikin Altherma Monobloc <b>wiring centre (heat/cool)</b>

Altherma Monobloc (from June 2015)				
	Part Number	Description	Product Group	User Friendly Name
Outdoor Unit	EDLQ05CV3	5kW / 1-phase / 230V	MB	Daikin Altherma Monobloc <b>5kW</b>
	EDLQ07CV3	7kW / 1-phase / 230V	MB	Daikin Altherma Monobloc <b>7kW</b>
Control Box	EKCBH07CV3	5&7kW wiring centre	MB	Daikin Altherma Monobloc <b>wiring centre</b>
Hybrid =380 points				
	Part Number	Description	Pro	User Friendly Name
Outdoor Unit	EVLQ05CV3	5kW / 1-Phase / 230V	Hybrid	Daikin Altherma Hybrid <b>5kW</b>
	EVLQ08CV3	8kW / 1-Phase / 230V	Hybrid	Daikin Altherma Hybrid <b>8kW</b>
Indoor Unit	EHYHBH05AV32	5kW / 1-Phase / 230V	Hybrid	Daikin Altherma Hybrid <b>5kW indoor</b>
	EHYHBH08AV32	8kW / 1-Phase / 230V	Hybrid	Daikin Altherma Hybrid <b>8kW indoor</b>
Boiler	EHYKOMB33AA2	33/27kW	Hybrid	Daikin Altherma Hybrid <b>boiler</b>
Altherma HT = 900points				
	Part Number	Description		User Friendly Name
Outdoor Unit	ERSQ011AV1	11kW / 1-phase / 230V	HT	Daikin Altherma High Temperature <b>11kW</b>
	ERSQ014AV1	14kW / 1-phase / 230V	HT	Daikin Altherma High Temperature <b>14kW</b>
	ERSQ016AV1	16kW / 1-phase / 230V	HT	Daikin Altherma High Temperature <b>16kW</b>
	ERSQ011AY1	11kW / 3-phase / 400V	HT	Daikin Altherma High Temperature <b>11kW (3 phase)</b>
	ERSQ014AY1	14kW / 3-phase / 400V	HT	Daikin Altherma High Temperature <b>14kW (3 phase)</b>
	ERSQ016AY1	16kW / 3-phase / 400V	HT	Daikin Altherma High Temperature <b>16kW (3 phase)</b>
Indoor Unit	EKHBRD011ACV1	for 11kW / 1-phase OU (ERSQ011)	HT	Daikin Altherma High Temperature <b>indoor (11kW)</b>
	EKHBRD014ACV1	for 14kW / 1-phase OU (ERSQ014)	HT	Daikin Altherma High Temperature <b>indoor (14kW)</b>
	EKHBRD016ACV1	for 16kW / 1-phase OU (ERSQ016)	HT	Daikin Altherma High Temperature <b>indoor (16kW)</b>
	EKHBRD011ACY1	for 11kW / 3-phase OU (ERSQ011)	HT	Daikin Altherma High Temperature <b>indoor (11kW) 3-ph</b>
	EKHBRD014ACY1	for 14kW / 3-phase OU (ERSQ014)	HT	Daikin Altherma High Temperature <b>indoor (14kW) 3-ph</b>
	EKHBRD016ACY1	for 16kW / 3-phase OU (ERSQ016)	HT	Daikin Altherma High Temperature <b>indoor (16kW) 3-ph</b>
Tanks =80 points				
	Part Number	Description		User Friendly Name
LT	EKHWSU150B3V3	150 litre unvented cylinder	Tank	Daikin Cylinder LT <b>150l</b>
	EKHWSU200B3V3	200 litre unvented cylinder	Tank	Daikin Cylinder LT <b>200l</b>
	EKHWSU300B3V3	300 litre unvented cylinder	Tank	Daikin Cylinder LT <b>300l</b>
HT	EKHTSU200AC	200 litre unvented cylinder	Tank	Daikin Cylinder HT <b>200l</b>
	EKHTSU260AC	260 litre unvented cylinder	Tank	Daikin Cylinder HT <b>260l</b>
thermal store	EKHWP300B	Thermal store (300 litre)	Tank	Daikin Thermal Store <b>300l</b>
thermal store	EKHWP500B	Thermal store (500 litre)	Tank	Daikin Thermal Store <b>500l</b>
thermal store	165204	SANICUBE SCS 328/14/0-DB	Tank	Rotex SANICUBE SCS 328/14/0-DB
thermal store	165202	SANICUBE SC 538/16/0	Tank	Rotex SANICUBE SC 538/16/0
thermal store	165203	SANICUBE SC 538/16/16	Tank	Rotex SANICUBE SC 538/16/16
thermal store	140560	HYBRIDCUBE HYC 544/19/0-DB	Tank	Rotex HYC 544/19/0-DB
thermal store	140562	HYBRIDCUBE HYC 544/32/0-DB	Tank	Rotex HYC 544/32/0-DB
thermal store	140553	HYBRIDCUBE HYC 343/19/0-DB	Tank	Rotex HYC 343/19/0-DB

thermal store	165206	SANICUBE-SOLARIS SCS 538/16/0-DB	Tank	Rotex SANICUBE SCS 538/16/0-DB
thermal store	165208	SANICUBE-SOLARIS SCS 538/16/16-DB	Tank	Rotex SANICUBE SCS 538/16/16-DB
thermal store	165207	SANICUBE-SOLARIS SCS 538/16/0-P	Tank	Rotex SANICUBE SCS 538/16/0-P
thermal store	165209	SANICUBE-SOLARIS SCS 538/16/16-P	Tank	Rotex SANICUBE SCS 538/16/16-P
thermal store	165205	SANICUBE SCS 328/14/0-P	Tank	Rotex SANICUBE SCS 328/14/0-P
thermal store	140554	HYBRIDCUBE HYC 343/19/0-P	Tank	Rotex HYC 343/19/0-P
thermal store	140561	HYBRIDCUBE HYC544/19/0-P	Tank	Rotex HYC 544/19/0-P
thermal store	140563	HYBRIDCUBE HYC544/32/0-P	Tank	Rotex HYC544/32/0-P

#### Solar Thermal = 150 points

	Part Number	Description		User Friendly Name
Vertical	EKSV26P	Vertical panel 2.35m <sup>2</sup>	Solar	Daikin Solar Thermal Panel V26
	EKSV21P	Vertical panel 1.79m <sup>2</sup>	Solar	Daikin Solar Thermal Panel V21
Horizontal	EKSH26P	Horizontal panel 2.35m <sup>2</sup>	Solar	Daikin Solar Thermal Panel H26

#### GCU =270 points

	Part Number	Description		User Friendly Name
300	157401	300 litre / 15kW	Boiler	Rotex GCU 15kW / 300l
	157402	300 litre / 15kW / Bivalent	Boiler	Rotex GCU 15kW / 300 BIV
	157409	300 litre / 24kW	Boiler	Rotex GCU 24kW / 300l
	157408	300 litre / 24kW / Bivalent	Boiler	Rotex GCU 24kW / 300l BIV
500	157403	500 litre / 15kW	Boiler	Rotex GCU 15kW / 500l
	157404	500 litre / 15kW / Bivalent	Boiler	Rotex GCU 15kW / 500l BIV
	157410	500 litre / 24kW	Boiler	Rotex GCU 24kW / 500l
	157406	500 litre / 24kW / Bivalent	Boiler	Rotex GCU 24kW / 500l BIV
	157405	500 litre / 33kW	Boiler	Rotex GCU 33kW / 500l
	157407	500 litre / 33kW / Bivalent	Boiler	Rotex GCU 33kW / 500l BIV

#### Altherma Flex = 800 points

-	Part Number	Description		User Friendly Name
Outdoor Unit	EMRQ8AAY1	22.4kW / 3-phase / 400V	Flex	Daikin Altherma Flex
	EMRQ10AAY1	28.0kW / 3-phase / 400V	Flex	Daikin Altherma Flex
	EMRQ12AAY1	33.6kW / 3-phase / 400V	Flex	Daikin Altherma Flex
	EMRQ14AAY1	39.2kW / 3-phase / 400V	Flex	Daikin Altherma Flex
	EMRQ16AAY1	44.8kW / 3-phase / 400V	Flex	Daikin Altherma Flex
Indoor Unit	Heating only			
	EKHVMRD50AAV1	5.6kW / 1-phase / 230V	Flex	Daikin Altherma Flex
	EKHVMRD80AAV1	9kW / 1-phase / 230V	Flex	Daikin Altherma Flex
	EKHBRD011ACV1	11kW / 1-phase / 230V	Flex	Daikin Altherma Flex
	EKHBRD014ACV1	14kW / 1-phase / 230V	Flex	Daikin Altherma Flex
	EKHBRD016ACV1	16kW / 1-phase / 230V	Flex	Daikin Altherma Flex
	EKHBRD011ACY1	11kW / 3-phase / 400V	Flex	Daikin Altherma Flex
	EKHBRD014ACY1	14kW / 3-phase / 400V	Flex	Daikin Altherma Flex
	EKHBRD016ACY1	16kW / 3-phase / 400V	Flex	Daikin Altherma Flex

	Heating/Cooling only			
	EKHVMYD50AAV1	5.6kW / 1-phase / 230V	Flex	Daikin Altherma Flex
	EKHVMYD80AAV1	9.0kW / 1-phase / 230V	Flex	Daikin Altherma Flex

## 4. Making reward(s) redemptions

4.1 Only verified Daikin KEY members are entitled to access and make redemption(s) on the online member's area of Daikin KEY Installer Loyalty Scheme.

4.2 Purchases will be validated at point of reward redemption for eligibility. Only verified product purchases will be accepted.

4.3 No cash alternative to the reward(s) is available, nor can the reward(s) be exchanged for an alternative reward. Where the reward(s) becomes unavailable for whatever reason, Daikin reserves the right to substitute that reward for a reward of equal or higher value.

4.4 Eligible purchases expire after a period of two years, or the duration of the Daikin's KEY Installer Loyalty Scheme whichever is shorter.

4.5 Members shall not transfer or exchange eligible purchase(s) or reward(s) between his/her various member accounts, or with other members.

## 5. Terminations, limitations or suspensions

5.1 Daikin reserves the right to cancel, terminate, modify or suspend the scheme or these terms and conditions at any time and for any reason, either in whole or in part, with or without notice.

5.2 Daikin reserves the right withdraw or cancel the rewards, including the issue and redemption of such, and/or terminate the KEY Loyalty Scheme In this event, the member's current purchase history shall remain available for a period of 30 days after which time, they will be cancelled and the members Installers' Club account(s) closed. A KEY Loyalty Scheme member may terminate his/her account at any time.

5.3 If members breach these terms, or if Daikin reasonably believes that members have breached these terms and/or abused the Key Loyalty Scheme member account(s) may be terminated, any eligible purchases made but not used for reward redemption may be cancelled and the KEY Loyalty Scheme closed without prior notice. Daikin reserves the right to take any action deemed necessary where a member is found to have abused the KEY Loyalty Scheme

## 6. General Information

6.1 The promoter of this loyalty scheme is Daikin, whose registered office is at Daikin Airconditioning UK Ltd, 1, The Heights, Brooklands, Weybridge, Surrey, KT13 0NY

6.2 These terms and conditions and the contractual and non-contractual obligations arising from or relating to them are governed by English law and any dispute arising out of or in connection with them will be subject to the non-exclusive jurisdiction of the English courts.

6.3 Daikin's data Protection and Privacy Policy sets out the information that Daikin will collect about members, how Daikin use the information and whom it may be shared with.

6.4 Daikin operates a complaints handling procedure, which is used to try to resolve disputes when they first arise. If members have a complaint with the KEY Installers' Scheme, please contact KEY at Daikin Marketing at the following address: Daikin, 1, The Heights, Brooklands, Weybridge, Surrey, KT13 0NY

6.5 KEY Installers' Scheme members can request the closure of their account by emailing [marketing@daikin.co.uk](mailto:marketing@daikin.co.uk) or writing to the following address: KEY Loyalty Scheme Administrator, 1, The Heights, Brooklands, Weybridge, Surrey, KT13 0NY