



Warranty – Frequently Asked Questions

AUX Heat Pumps and Air Conditioning

Your AUX heat pump or air conditioning unit comes with a 10-year product warranty. This page answers the most common questions in plain English. The full terms are in your AUX Product Warranty Card, and they apply if there is any difference between this page and the card.

Your warranty

1. How long is the AUX warranty?

Your AUX product is covered for 10 years from the date your system is commissioned (switched on and set up by your installer).

To get the full 10-year cover, two things are needed:

- the warranty is registered within 90 days of commissioning, and
- the system is serviced every year.

2. What does the warranty cover?

It covers faults caused by a manufacturing or material defect in your AUX product supplied by Alp Heating Ltd (see question 4) – that is, the AUX indoor unit(s), outdoor unit(s), heat pump unit and any AUX controller supplied with them. If a fault is confirmed, we supply the replacement part, or a replacement unit if needed, free of charge. How labour is covered is explained in the terms and conditions at the end of this page. The warranty applies to homes in the UK.

3. What is not covered?

The warranty covers the AUX product, not everything around it. Examples of things that are not covered:

- labour, except as set out in the terms and conditions at the end of this page
- the installation work, including pipework, cabling, brackets, mounts and condensate drains
- non-AUX items such as cylinders, valves, filters, thermostats and third-party controls
- faults caused by dirty or untreated heating water, blocked filters or low water flow
- problems with your electricity supply, power surges or tripping caused by site wiring
- damage from frost, flooding, fire, misuse, or unauthorised changes or repairs
- Wi-Fi, app or router problems
- everyday wear and tear, cosmetic damage, and consumables like air filters and remote-control batteries

4. I bought an AUX unit from somewhere else. Is it covered?

The AUX UK warranty only covers AUX products supplied in the UK by Alp Heating Ltd, either directly or through one of the merchants and resellers we supply. We check this using the serial numbers of your units when you register.

AUX units imported or sold by other companies, or bought outside the UK, are not covered by this warranty, and we are unable to provide warranty support or visits for them. If you have one of these units, please contact the company you bought it from. Your legal rights against that seller are not affected.

Tip: before you buy, ask your installer or supplier to confirm the units come from Alp Heating Ltd or one of our approved merchants.

5. Does the warranty cover my installer's work?

No. The warranty covers faults in the AUX product itself. It does not cover how the system was installed. If a problem is caused by the installation, that is the responsibility of your installer.

Registering your warranty

6. How do I register my warranty?

Register online through the warranty registration page at www.auxuk.com within 90 days of commissioning. Either you or your installer can do this, but it must be registered in the homeowner's name and at the address where the system is installed. You will need:

- the model and serial numbers of the indoor and outdoor units
- the commissioning date
- your installer's details

- the commissioning record and the signed warranty card from your installer

7. What happens if I don't register within 90 days?

Your warranty will be limited to 12 months from the commissioning date, instead of 10 years. That's why we recommend registering as soon as your system is installed.

Servicing your system

8. Do I need to get my system serviced?

Yes. To keep your warranty valid, your system must be serviced every year, with the first service within 12 months of commissioning:

- Heat pumps must be serviced by an MCS-certified company.
- Air conditioning must be serviced by an F-Gas certified engineer.

The cost of servicing is not included in the warranty. Regular servicing also keeps your system running efficiently and helps prevent breakdowns.

9. What paperwork should I keep?

Please keep these safe, as we may ask for them before any warranty work:

- your AUX warranty card and registration confirmation
- the commissioning record from your installer
- proof of purchase
- a record of every annual service, showing the date, engineer's name, company, F-Gas number (and MCS number for heat pumps) and what was done

If you can't show proof of annual servicing when asked, the warranty may be void.

If something goes wrong

10. My system isn't working properly. What should I do first?

Start with a few simple checks:

- Is the power on and has any switch or breaker tripped?
- Are the controller settings correct (mode, temperature, timer)?
- Is an error code showing on the controller? If so, write it down.
- For heat pumps, is the system water pressure within the normal range?

If the problem continues, contact your installer first. They know your system and can check whether it is a product fault or something else.

11. How do I make a warranty claim?

If your installer confirms a product fault, you (or your installer on your behalf) can contact us by email at warranties@auxuk.com or by phone on 0345 257 7387. Please include:

- proof of purchase and the commissioning record
- your installer's details and certification number
- your service records
- the model and serial number
- the error code, a short description of the fault and photos if possible

12. How quickly will you respond?

We will acknowledge your claim within 2 working days and confirm our decision or next steps within 10 working days.

13. How do you decide whether a fault is covered?

Our engineer will inspect the system, or the returned part, and write a report explaining what caused the fault. AUX makes the final decision on whether it is covered by the warranty, based on that report. The person who booked the visit will receive a copy of the report.

14. What if my installer has closed down or I can't reach them?

Contact us directly at warranties@auxuk.com or on 0345 257 7387 and we will arrange a visit to diagnose the problem. The normal visit terms apply (see question 15).

Charges

15. Will I have to pay for an engineer visit?

There is no charge for the replacement part or unit if our engineer finds a manufacturing fault in the AUX product and the warranty conditions have been met. Whether the visit itself is charged depends on the labour terms at the end of this page.

A fixed fee of £290 + VAT applies if the fault is not a product fault – for example, if no fault is found, the problem is caused by the installation, pipework, water quality or electrical supply, or the warranty conditions haven't been met.

The fee includes up to 2 hours on site. Extra time is £80 + VAT per hour, and any parts not covered by the warranty will be quoted before they are fitted.

16. Who pays the call-out fee?

The person or company who booked the visit – whether that is the homeowner or the installer. We will confirm the charges when the visit is booked, and we may ask for payment or a card authorisation before we attend.

17. What if the problem was caused by my installer?

Our engineer's report will show the cause. You can use this report to take the matter up with your installer, including asking them to cover the cost of the visit and repair. Your legal rights under UK consumer law are not affected by this warranty. For advice, you can contact Citizens Advice.

18. Is there an extra charge if I live in a remote area?

Yes. A travel supplement of £100 + VAT applies to every visit in these areas:

- Scottish Highlands and Islands (AB31–AB38, AB44–AB56, FK17–FK21, HS, IV, KA27–KA28, KW, PA20–PA49, PA60–PA78, PH17–PH26, PH30–PH44, PH49–PH50, ZE)
- Isles of Scilly (TR21–TR25)
- Isle of Wight (PO30–PO41)
- Northern Ireland (BT)
- any other offshore island

19. What if the unit is hard to reach, or I need to change my appointment?

Our engineer needs safe, easy access to the unit. If scaffolding, access platforms or removing cupboards or ceilings is needed, this is charged at cost. If you need to change your appointment, please give us at least one working day's notice. Late cancellations, or visits where we can't get access, are charged at £290 + VAT.

Other questions

20. If a part is replaced, does it get a new warranty?

A replacement part or unit is covered for the rest of your original 10-year warranty. Replacing a part does not restart or extend the warranty period.

21. What happens if I sell my home or want to move the unit?

Selling your home: the warranty passes automatically to the new owner for the rest of the warranty period, as long as the unit stays at the same address. The new owner should let us know at warranties@auxuk.com.

Moving the unit: you must get written approval from AUX before the unit is moved, altered or re-commissioned. Moving it without approval will void the warranty.

Terms and conditions

Labour: along with the 10-year product warranty, we offer a 2-year labour warranty. Labour to repair or replace a faulty AUX product is covered for the first 2 years from commissioning. After that, replacement parts and units are still supplied free of charge for the rest of the 10 years, but labour – including engineer visits, fault-finding and fitting – is chargeable.

Your consumer rights: this warranty is in addition to your statutory rights and does not affect them, including your rights under the Consumer Rights Act 2015. For independent advice, contact Citizens Advice (www.citizensadvice.org.uk).

Changes to the warranty: AUX may update the warranty terms, procedure and charges from time to time for valid reasons, such as changes in law, regulations or our service arrangements. The latest version is always published at www.auxuk.com. Changes apply to products registered after the update; products already registered keep the terms in place when they were registered, unless a change is required by law or is to your benefit.

This page is a summary. The full terms are in the AUX Product Warranty Card and the AUX Warranty Terms & Conditions.

Still have a question?

Our warranty team is happy to help.

Email: warranties@auxuk.com **Phone:** 0345 257 7387

AUX UK – a trading name of Alp Heating Ltd | www.auxuk.com