



Product Warranty Terms & Conditions

Heat Pumps and Air Conditioning – 10-Year Product Warranty

Warranty provider: Alp Heating Ltd, trading as AUX UK – Official UK Distributor of AUX
Unit 10, Helix Business Park, Camberley, Surrey, GU15 2QT
www.auxuk.com | warranties@auxuk.com

Thank You for Choosing AUX Heat Pumps and Air Conditioning

AUX products are engineered to the highest standards of efficiency, reliability, and safety.

This Warranty Certificate sets out the terms and conditions under which Alp Heating Ltd, trading as AUX UK ("AUX", "we", "us"), guarantees your product.

Please read this document carefully and retain it for future reference.

This warranty applies exclusively to AUX heat pumps and air conditioning units sold and installed within the United Kingdom.

In this document, "you" means the homeowner; "Installer" means the company that installed and commissioned the Product; and "Product" means the AUX-branded indoor unit(s), outdoor unit(s) and heat pump unit(s) registered under this warranty, together with any AUX-branded controller supplied with them.

AUX 10-Year Warranty Terms and Conditions

To receive the full benefits of the warranty, the following terms and conditions must be met. Failure to comply may result in loss of warranty coverage.

1. Warranty Coverage

This warranty covers the AUX Product only. It does not cover the installation work, which is the responsibility of the Installer. Any fault caused by the installation should be taken up with the Installer.

- 1.1 AUX warrants the Product to be free from manufacturing and material defects for a period of 10 years from the date of commissioning (the "Warranty Period"), provided the Product is registered within 90 days and the conditions of this warranty are met.
- 1.2 If a fault is confirmed as a manufacturing or material defect, AUX will, at its discretion, supply a replacement part or a replacement unit free of charge, delivered to the Installer or to the installation address within the United Kingdom. Labour cover is set out in the General Terms and Conditions at the end of this document (clause 8.1).
 - 1.2.1 Transport, access or other incidental costs are not covered unless authorised by AUX in writing.
- 1.3 The warranty applies to products installed in domestic properties within the United Kingdom only.
- 1.4 This warranty covers AUX products only: the AUX indoor unit(s), outdoor unit(s), heat pump unit(s) and AUX-branded controllers supplied with them. It does not cover any other items, even if supplied or installed at the same time – for example refrigerant or water pipework, pipe connections, cabling, isolators, brackets, wall or ground mounts, trays, trunking, condensate pumps, cylinders, buffer tanks, valves, filters, thermostats or third-party controls.
- 1.5 Replacement parts or units supplied under this warranty are covered for the remainder of the original 10-year Warranty Period. A repair or replacement does not extend or restart the Warranty Period.
- 1.6 Where a component or Product is no longer available or is beyond economic repair, AUX may supply an alternative of equal or better specification. AUX is not obliged to match the original appearance exactly.
- 1.7 Any parts or units replaced under this warranty become the property of AUX and must be made available or returned to AUX on request.
- 1.8 **Eligible products:** This warranty applies only to AUX Products supplied in the United Kingdom by Alp Heating Ltd, either directly or through a merchant or reseller supplied by Alp Heating Ltd. Eligibility is confirmed by the Product's serial numbers, which must match AUX UK's supply records. AUX Products imported or supplied by any other company, or bought outside the United Kingdom, are not covered by this warranty. For those products, please contact the company you bought from.

2. Installer and Installation Requirements

- 2.1 The Product must be installed and commissioned by a qualified and certified professional holding valid credentials appropriate to the scope of work (e.g. F-Gas certification for refrigerant handling and NICEIC or Part P certification for electrical connections). The same applies to any engineer fitting a replacement part or unit supplied under this warranty.
- 2.2 Installation must comply fully with:
 - 2.2.1 AUX installation and commissioning manuals,
 - 2.2.2 local Building Control Regulations,
 - 2.2.3 and all relevant UK laws and standards.
- 2.3 The product must not be relocated, altered, or re-commissioned without prior written approval from AUX. Any relocation without prior written approval will immediately void the warranty.
- 2.4 A commissioning record must be completed and signed by the commissioning engineer, recording as a minimum: refrigerant pipe lengths and sizes, any additional refrigerant charged, pressure test and vacuum results, supply voltage and protective device rating, and, for heat pumps, flow temperature, flow rate, system flushing and inhibitor details. A copy must be kept by the homeowner.
- 2.5 For heat pumps, the heating system must be cleaned and flushed in line with BS 7593, dosed with a suitable inhibitor (and antifreeze or glycol where used, at the concentration stated in the AUX manual), and fitted with a suitable dirt or magnetic filter that is maintained at every service.
- 2.6 Correct selection, sizing and system design are the responsibility of the Installer or system designer.

3. Warranty Registration

- 3.1 The product warranty must be activated online within 90 days of commissioning via the AUX website registration portal. Registration may be completed by either the homeowner or the Installer, but must be made in the homeowner's name and at the installation address.
- 3.2 Failure to register within 90 days will result in the warranty reverting to 12 months from the commissioning date.
- 3.3 AUX reserves the right to request proof of purchase, commissioning reports, and registration confirmation at any time.
- 3.4 The personal details provided at registration are used by AUX to administer this warranty and arrange service visits. They may be shared with the Installer or an AUX-authorized engineer only as needed for that purpose. Further details are in the AUX privacy policy at www.auxuk.com.

4. Maintenance Requirements

- 4.1 The Product must be serviced annually throughout the warranty period by a qualified technician, with the first service within 12 months of commissioning.
- 4.2 For heat pumps, annual servicing must be carried out by an MCS-certified company. For air conditioning, annual servicing must be carried out by an F-Gas certified engineer. Documentation must be retained as proof of compliance.
 - 4.2.1 Maintenance records must include the date of service, engineer name, company details, F-Gas number, MCS certificate number (for heat pumps), and description of work performed (and, for heat pumps, confirmation that the system water, inhibitor and filter have been checked).
- 4.3 AUX may request copies of maintenance documentation at any time to validate the warranty.
- 4.4 Failure to provide evidence of annual maintenance upon request will void the warranty.
- 4.5 The cost of annual servicing is not included under this warranty.

5. Warranty Claims and Service Procedure

- 5.1 In the event of a product fault, the customer should first verify the issue with the installer, who should check the fault code, power supply, controller settings, filters and (for heat pumps) system pressure and flow before a claim is made.
- 5.2 If the fault is confirmed, the customer or the Installer on the customer's behalf should contact AUX directly using the contact details provided below, supplying:
 - 5.2.1 Proof of purchase
 - 5.2.2 Completed commissioning certificate
 - 5.2.3 Installer certification reference
 - 5.2.4 Maintenance documentation
 - 5.2.5 Serial number and product details
 - 5.2.6 The fault code shown, a description of the fault, and photographs where possible

- 5.3** AUX will acknowledge the claim within 2 working days and confirm its decision or next steps within 10 working days.
- 5.4** If the claim is accepted, AUX will supply the replacement part or unit free of charge in line with clause 1.2 and arrange labour in line with clause 8.1. The defective part or unit must be returned to AUX on request (clause 1.7).
- 5.5** **Chargeable visits:** where AUX attends and the fault is not a manufacturing defect of the Product, a fixed call-out fee of £290 + VAT per visit applies. This includes where no fault is found, where the cause is the installation, system design, pipework, water quality, electrical supply or any other matter excluded under Section 6, or where the warranty conditions have not been met. Engineer visits that are not covered by clause 8.1 are also charged at this rate. The fee includes up to 2 hours on site; additional time is charged at £80 + VAT per hour or part hour. Any parts or materials not covered by this warranty will be quoted before they are fitted.
- 5.6** **Who pays:** the call-out fee is charged to the person or company who booked the visit – whether the homeowner or the Installer. AUX will confirm these charges when the visit is booked, and by booking the visit the booker accepts them. AUX may request payment or a card authorisation before attending.
- 5.7** Where the AUX engineer confirms a manufacturing defect in the Product and the warranty conditions have been met, the replacement part or unit is free of charge, and the visit is charged only as set out in clause 8.1.
- 5.8** **Determining the cause:** AUX reserves the right to inspect the Product, or the returned part, before any repair or replacement. The AUX engineer will record the cause of the fault in a written visit report, a copy of which will be provided to the person who booked the visit. AUX will make the final decision on whether a fault is covered by this warranty. Where the cause relates to the installation, the homeowner may use this report when raising the matter with their Installer.
- 5.9** **Remote areas:** for Products installed in the areas below, a travel supplement of £100 + VAT applies to every visit, including warranty visits, in addition to any other charge:
- 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
- AUX may update this list from time to time; the current list is available on request.
- 5.10** **Access:** the Product must be safely accessible. The cost of any scaffolding, access platforms or other specialist access equipment, and of removing and refitting kitchen units, ceilings, boxing or enclosures to reach the Product, is not covered and will be charged at cost. AUX is not responsible for making good any decoration or finishes.
- 5.11** **Missed appointments:** if an appointment is cancelled with less than one working day's notice, or the engineer cannot gain access at the agreed time, the call-out fee in clause 5.5 will be charged to the booker.
- 5.12** If the Installer has ceased trading or cannot be contacted, the homeowner may contact AUX directly. AUX will arrange a diagnostic visit on the terms of this Section 5.

6. Exclusions from Warranty Coverage

This warranty does not cover failures, defects, or damage resulting from:

- 6.1** Incorrect or non-compliant installation or electrical connection.
- 6.2** Use of non-certified installers or engineers.
- 6.3** Failure to register the warranty within 90 days (in which case cover is limited to 12 months – see clause 3.2).
- 6.4** Failure to perform or document annual maintenance.
- 6.5** Misuse, negligence, tampering, or unauthorised modification.
- 6.6** Relocation, transportation, or recommissioning of the product without prior written approval from AUX.
- 6.7** External system issues, including refrigerant leaks from site-installed pipework, flare or brazed joints made on site, or other site-installed components, water circulation faults, contaminated water or glycol, blocked filters or strainers, or insufficient flow. Refrigerant leaks caused by a manufacturing defect within the Product itself are covered.
- 6.8** Environmental or external factors such as frost, flooding, fire, lightning, power surges, or vandalism.
- 6.9** Use of non-genuine AUX spare parts or accessories.
- 6.10** Normal wear and tear or cosmetic damage.
- 6.11** Installation in commercial, industrial, or mobile applications (e.g. caravans, boats, etc.).

- 6.12 Incorrect product selection, sizing, system design or application.
- 6.13 Pipework, cabling, connections, brackets, mounts and any other items listed in clause 1.4.
- 6.14 Incorrect, insufficient or unstable electrical supply, or tripping of protective devices caused by site wiring.
- 6.15 Restricted airflow, insufficient clearances, or outdoor units installed in enclosed or indoor spaces.
- 6.16 Condensate drainage faults, including blocked drains, failed condensate pumps or ice build-up from inadequate drainage.
- 6.17 Scale, corrosion, sludge or debris in the system, or failure to treat system water in line with clause 2.5.
- 6.18 Consumable items such as air filters and remote-control batteries.
- 6.19 Wi-Fi, app, router or network connectivity problems, or faults caused by third-party controls.
- 6.20 Noise or vibration caused by the installation or mounting method.
- 6.21 Products whose serial numbers do not match AUX UK's supply records, or whose serial labels have been removed or altered.
- 6.22 Labour costs, except as set out in clause 8.1.

7. Liability Limitation

- 7.1 AUX's total liability under this warranty is strictly limited to the supply of replacement components or units for confirmed manufacturing defects during the 10-year Warranty Period, and the labour cover set out in clause 8.1. Nothing in this warranty limits liability for death or personal injury caused by negligence, or any other liability that cannot be limited by law.
- 7.2 AUX shall not be liable for indirect or consequential damages, including loss of use, loss of profit, or any inconvenience caused by product malfunction.
- 7.3 Warranty coverage does not extend to any third-party products or systems integrated with the Product.

Summary of Charges

Item	Charge
Replacement part or unit – confirmed manufacturing defect (10 years)	Free of charge
Labour	See clause 8.1
Call-out where the fault is not a manufacturing defect, no fault is found, or conditions are not met (includes up to 2 hours on site)	£290 + VAT per visit
Additional time beyond 2 hours	£80 + VAT per hour or part hour
Remote area travel supplement (clause 5.9) – applies to every visit	£100 + VAT per visit
Missed or late-cancelled appointment	£290 + VAT
Non-warranty parts and materials on chargeable visits; access equipment	Quoted in advance / at cost

8. General Terms and Conditions

- 8.1 **Labour:** labour to repair or replace a Product with a confirmed manufacturing defect is covered for the first 2 years from the date of commissioning. After that, replacement parts and units continue to be supplied free of charge for the rest of the 10-year Warranty Period, but all labour – including engineer visits, diagnosis, fitting, refrigerant work and re-commissioning – is chargeable, either by your Installer or by AUX at the rates in clause 5.5.
- 8.2 **Your statutory rights:** this warranty is a manufacturer's guarantee provided in addition to your statutory rights as a consumer. It does not affect your rights under the Consumer Rights Act 2015 or any other applicable law. Under that Act, goods must be of satisfactory quality, fit for purpose and as described, and these rights are enforceable against the seller of the goods. For independent advice on your rights, contact Citizens Advice (www.citizensadvice.org.uk) or, in Northern Ireland, Consumerline.
- 8.3 **Changes to these terms:** AUX reserves the right to amend these terms and conditions, the warranty procedure, the claims process, eligibility requirements and the charges set out in this document at any time, for valid reasons such as changes in law or regulation, industry standards or certification schemes, our product range, or our service and supply arrangements. The current version will always be published at www.auxuk.com with the date it takes effect.
 - 8.3.1 Changes apply to Products registered on or after the date the updated terms take effect. Products already registered remain covered by the terms in force at their date of registration, except where a change is required by law or regulation, is to your benefit, or is an

administrative change (such as contact details or how to submit a claim) that does not reduce your cover.

- 8.3.2 Call-out fees, hourly rates and other charges may be reviewed from time to time. The charges that apply to a visit are those in force on the date it is booked, and will be confirmed at the time of booking.
- 8.4 **Transfer:** this warranty transfers automatically to a new owner of the property for the remainder of the Warranty Period, provided the Product remains at the original installation address. The new owner should notify AUX of the change of ownership at warranties@auxuk.com.
- 8.5 **Complaints:** if you are unhappy with how a claim has been handled, please write to warranties@auxuk.com and we will respond within 10 working days.
- 8.6 **Severability:** if any part of these terms is found to be invalid or unenforceable, the remaining terms will continue in full force and effect.
- 8.7 **Governing law:** this warranty is governed by the laws of England and Wales, and the courts of England and Wales will have jurisdiction. If you live in Scotland or Northern Ireland, you may also bring proceedings in your local courts.



Contact Information

AUX UK – a trading name of Alp Heating Ltd

Registered in England | Company No. 13493540

+44 345 257 7387 | warranties@auxuk.com | www.auxuk.com

Sales offices:

Unit 9, Helix Business Park, Camberley, Surrey GU15 2QT

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