

ACCREDITED  
SUPPLIER



011-751016F



MCS HP0006



Daikin units comply with the European regulations  
that guarantee the safety of the product.

Daikin products are distributed by:

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Dedicated homeowner support line: 01932 879271



Your warranty  
information



Please keep in a safe place

Please keep your  
commissioning report  
safe in this folder for  
inspection by Daikin UK

Your Commissioning Code is:

Email address  
warranty@daikin.co.uk  
technicalhelp@daikin.co.uk

Operating hours  
Mon - Fri: 09.00 to 17.30  
Mon - Fri: 08.30 to 20.00  
Saturday: 09.00 to 15.00

Support function  
Warranty  
General technical advice

Dedicated homeowner support line 01932 879271

# Welcome to your new Daikin heating system

## Warranty and registration

Your Daikin heating system comes with parts and labour warranty, once the system is registered. The warranty should be registered within 30 days and no later than 1 year after commissioning.

Please check with your installer that they have registered the system with Daikin. If your installer has registered your system you will receive one of the following:

- 1. An email, including your commissioning code, asking you to complete the registration process and activate your warranty on Stand by Me by visiting [standbyme.daikin.co.uk](http://standbyme.daikin.co.uk)
- 2. A sticker will be left on the unit, with a commissioning code. Please visit [standbyme.daikin.co.uk](http://standbyme.daikin.co.uk), click on register your product and enter this commissioning code

Please call 01932 879070, if your installer has not registered the system and we will support you in activating your warranty.

Your installer must complete the Daikin Commissioning Report (see insert). Please keep this within the folder for future inspection.

For full terms and conditions go to: [www.daikin.co.uk/domesticwarranty](http://www.daikin.co.uk/domesticwarranty) and click on Daikin Altherma End User Warranty Policy.

## Maintain your system

Ensure your system is regularly maintained and that your service engineer completes the maintenance record (see insert).

Daikin offer a range of maintenance packages. For further details and to purchase a package please go to [standbyme.daikin.co.uk](http://standbyme.daikin.co.uk)

To book your maintenance service, please call 01932 879271 or email [contractsupport@daikin.co.uk](mailto:contractsupport@daikin.co.uk)

## Claiming your warranty

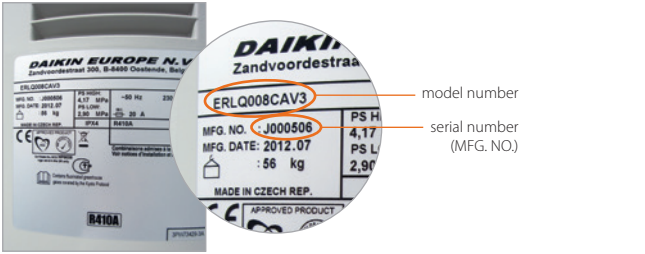
It is important to first identify that there is a fault with the product before making a claim under this warranty.

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.

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 a Daikin-trained installer, then please contact us to arrange a visit to repair the heat pump.

We will require the model and serial number (MFG. NO.) of your indoor or outdoor unit. This can be found on the copy of the commissioning report or on the name plate of the outdoor unit (see image below).



When you purchase a Daikin Altherma system you can be rest assured that you are buying the best in design excellence, quality and reliability.

To find out more about your system and to download full operation manuals and controller guides, please visit [www.daikin.co.uk/heating-controllerguides](http://www.daikin.co.uk/heating-controllerguides)