

Vitocal Guarantee

Terms and conditions

In order for your heat pump to qualify for a free of charge manufacturer's guarantee period longer than the minimum 2 year period set out in the standard Terms and Conditions of Sale, your installation must be registered with Viessmann within 30 days. You or your installer can register the installation, using the online or offline options available. The free of charge voluntary guarantee period varies by product, please check the website for the period that applies at the time of purchase.

For an extended guarantee, which is offered on some models as a purchase option, your installer must register your installation on the Viessmann Installer Portal, www.viessmanninstallerportal.co.uk, for installations in Great Britain, or, <https://www.precisionheating.ie/page/register-heat-pump> for installations in Eire and Northern Ireland, within 30 days.

Viessmann Vitocal heat pumps provide customers with the comfort and peace of mind of a free parts and labour repair service subject to the terms and conditions below and the guarantee period of your heat pump. During the period of the guarantee, we will at our option, repair or replace a heat pump free of charge where it suffers a mechanical or an electrical breakdown as a result of defective workmanship or materials, subject to the following conditions and exclusions:

1. The basis for filling the heating system is checked for hardness, salinity and contamination and complies with the technical documentation specification for the installation of the Vitocal product

2. Viessmann accepts no liability for damage or operational failure arising due to the use of unsuitable additives, incorrect dosing or poor maintenance

3. All heating systems must comply with the relevant heat pump system design guideline, installation and maintenance documentation

4. The guarantee will begin from the date of commissioning

5. At the end of each 12 month period from the date of commissioning, the heat pump must have been serviced by a suitably-qualified and competent engineer, in accordance with the guidelines in the installation and servicing booklet provided with the heat pump.

6. If the heat pump suffers a mechanical or an electrical breakdown, Viessmann should be contacted as following:

- Eire and N.I.: Tel: +353 1809 1571
- Great Britain: Tel: 01952 675060
- Great Britain: Email: aftersales-uk@viessmann.com

Please note, that all engineer call outs are subject to the [Customer Service Engineer Call Out Terms and Conditions](#) available on request.

Exclusions within the guarantee are, but not limited to:

- A. Accidental damage, theft, attempted theft, malicious damage or damage caused by fire or explosion.
- B. Callouts or faults arising from floods, lightning, storms, frost or other bad weather conditions.
- C. Cosmetic damage such as damage to paintwork or dents or scratches on the equipment
- D. Callouts or faults arising from sludge, blockages, scale or poor water quality
- E. 24hr emergency callout service. Viessmann will endeavour to respond as quickly as possible.
- F. Viessmann will not accept responsibility for the removal of cupboards, kitchen units or trims in order to gain access for repairs. Cupboard installations must conform to the installation instructions and the minimum working clearances must be provided.
- G. Modifications that are not authorised or agreed by Viessmann
- H. Any repairs not authorised in advance and in writing by us
- I. Scale formation in permanent or temporary hard water areas where scale treatment is neither provided for nor adequate
- J. Blockage of waterways caused by existing deleterious material
- K. Any defect resulting from the incorrect installation of the heat pump, the associated installation components, the indoor or outdoor unit or the associated controls

Limitations on our liability

We will not be liable to you for any losses and damage, costs or expenses:

1. That are not a reasonably foreseeable consequence of a breach by us of these conditions;
2. that are not caused by any breach of these conditions by us; and for business losses, or losses to non-consumers.