

Baxi HP40 Air Source Heat Pump (ASHP)

Warranty guide



Installer warranty information

Please take time to read through the information to understand the available warranty and the steps required to register a Baxi HP40 ASHP.

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Warranty period and activation

The Baxi HP40 ASHP unit, magnetic filter and wired controller comes with a 2 year warranty as standard.

How to activate the enhanced 5 year warranty for your customer:

- If you are a Baxi Heat Pump Installer you can register the warranty directly through your Baxi Works account. This must be done within 30 days of commissioning
- For all other installers, to activate the 5 year warranty you will need to book a Baxi commissioning visit. To do this, visit **baxiworks.co.uk**, or for the Republic of Ireland visit **baxiworks.ie**, and log in or create a Baxi Works account and register the product. You will need to select Baxi to undertake the commissioning visit. On completion of commissioning, the 5 year warranty and Benchmark will be registered on your behalf.

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Warranty key points for the Baxi HP40 ASHP

- The Baxi HP40 ASHP should be registered on Baxi Works baxiworks.co.uk, or for the Republic of Ireland visit baxiworks.ie
- The warranty start date commences from the date of commissioning
- The Benchmark checklist must be completed during commissioning. We recommend this is completed digitally using the Benchmark app
- The magnetic filter supplied with the Baxi HP40 ASHP must be fitted during installation and registered through your Baxi Works account. The warranty for the Baxi HP40 ASHP will revert to 2 years if the magnetic filter is not fitted at installation or is removed
- The Baxi HP40 ASHP and the magnetic filter must be serviced annually within 60 days of the anniversary of the commissioning date. This must be done in accordance with the procedure set out in the installation and maintenance manual.

For full terms and conditions visit baxi.co.uk/trade/register-a-warranty

For the Republic of Ireland visit baxi.ie/customer-support/register-warranty

Support for your customers

Product handover to a customer

To help your customer get comfortable with their Baxi HP40 ASHP, we recommend you:

- Spend time with your customer running through how they can control and operate their Baxi HP40 ASHP
- Add your details to the back of the 'Quick start guide to your air source heat pump' so your customer can easily contact you for service and maintenance requirements.

Further information for your customer about the Baxi HP40 ASHP can be found at **baxi.co.uk**. For Republic of Ireland please visit **baxi.ie**

Customer support

In the unlikely situation that a customer has an issue with their Baxi HP40 ASHP:

- Your customer should contact you directly in the first instance
- If, when you inspect the product, you believe it to be a warranty failure, please contact our Technical Team who will try and resolve the issue over the phone
 - For the UK please contact **03447 360092** (open 08.00 to 17.00 Mon to Fri)
 - For the Republic of Ireland please contact **01 459 0870** (open 08.00 to 16.30 Mon to Thurs and 08.00 to 16.00 Fri)
- If we need to send a Baxi Engineer out, we'll book this in at a convenient time for you to meet us on site. During the booking you'll be asked to provide your card details for a pre-authorisation in case it turns out not to be a warranty failure. In the event of a warranty failure, no charge will be made.



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Becoming a member of Baxi Works

Membership

Baxi Works is easy to join and simple to use. To create an account visit Baxi Works and follow the step by step process. Then start reaping the benefits straight away.

As well as registering warranty and booking ASHP commissioning visits there are additional benefits, including reward points that you can spend on anything from tools and workwear to high street vouchers and experiences.

For UK visit **baxiworks.co.uk**

For Republic of Ireland visit **baxiworks.ie**

How to become a Baxi Heat Pump Installer



To become a Baxi Heat Pump Installer you need to complete the Baxi Heat Pump Installer training course. The

course is for delegates who are MCS or BPEC accredited or have an equivalent heat pump certification. It will provide in-depth knowledge and practical skills on:

- Design principles
- Installation and application requirements
- Commissioning

Delegates will also learn about the different types of heat pumps available and their applications in various settings. The course is delivered through theoretical and practical sessions, including hands-on training on the Baxi Air Source Heat Pump range and a supervised day on site for your first commission.

By becoming a Baxi Heat Pump Installer you will be able to:

- Understand the product and how to deliver the best possible design, installation and commissioning
- Directly commission Baxi Air Source Heat Pump products
- Register the Baxi ASHP enhanced warranty

We have training centres in the UK and the Republic of Ireland where our experienced trainers will help you get comfortable with the Baxi Air Source Heat Pump range.

Baxi offers free product familiarisation training and a range of specialist and accredited courses, so you can gain all the knowledge and qualifications you need to run a successful business.

To become a Baxi Heat Pump Installer visit [baxi.co.uk/hpinstaller](https://www.baxi.co.uk/hpinstaller)
For Republic of Ireland visit [baxi.ie/hpinstaller](https://www.baxi.ie/hpinstaller)

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Help and support

For full information on warranty terms and conditions please visit

baxi.co.uk/trade/register-a-warranty

For the Republic of Ireland visit

baxi.ie/customer-support/register-warranty

If you have more detailed questions about our products, training or services, we are here to help you. Please contact your local

Baxi representative or visit **baxi.co.uk/meet-your-asm**

For the republic of Ireland please contact **01 459 0870**

Baxi Heating UK Limited is registered in England and Wales with company number 03879156

Registered office address Brooks House, Coventry Road, Warwick, CV34 4LL. VAT registration number is 604665837

BDR Thermea Ireland Limited trading as Baxi. Registered in Ireland as a private company limited by shares under company number 26092

Registered office at Unit F 5&6, Calmount Park, Calmount Road, Ballymount, Dublin 12, Ireland. VAT registered number: IE 9Y33766S

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