Warranty Terms and Conditions (Heat Pumps)

Vokèra Ltd offer customers the comfort of a parts and labour warranty repair service subject to the following terms and conditions.

Vokèra Ltd only obligation under the guarantee shall be to repair or replace a faulty appliance at Vokèra Ltd discretion. This will be carried out where a fault arises from defects within the appliance, caused by either material or workmanship of the manufacturer. Where a replacement appliance is deemed necessary, this may be with a refurbished unit of similar age and condition.

1. The appliance must have been installed and commissioned within 12 months of manufacture by a fully competent installer, e.g. MCS registered, in accordance with the guidelines within the installation and servicing booklet provided with the unit.
2. This guarantee does not protect malfunction or damage arising from incorrect installation, incorrect unit location, commissioning or maintenance procedures, as laid out in the installation handbook, poor or incorrect electric supply, damage caused by inadequate protection from adverse weather conditions, tampering by inexperienced persons and any other cause not directly due to manufacture.
3. Vokèra Ltd cannot accept responsibility for any costs arising from repair or maintenance carried out by any third party.
4. The warranty will commence from the date of installation. Without proof of purchase, i.e. a sales invoice, the warranty will commence from the date of manufacture as detailed on the appliance data plate.
5. To qualify for the full term of warranty, the appliance must be regularly maintained by a fully competent engineer in accordance with the manufacturer's instructions. Proof of regular maintenance must be provided on request. If this condition is not met the period of warranty will extend to only 12 months from date of installation.
6. The Vokèra "parts and labour" warranty is applicable to the Heat Pump & Controller only. Vokera accessories, including time clocks, room thermostats, smart controls and weather compensation devices are sold subject to a 24 month Return to Base Warranty. No engineer service cover is offered on any controls and/or accessories.
7. By registering your appliance, you will be helping us provide you with the best after sales service in the unlikely event that your Heat Pump requires attention during the guarantee period.

Register online: www.vokera.co.uk (UK) or www.vokera.ie (ROI)

If your Heat Pump suffers a mechanical or electrical breakdown or you require routine maintenance, please contact our Customer Care Centre on:

UK: 01274 866100
ROI: 056 7755057

Our normal working hours, excluding Bank holidays are:

8.15am - 5.00pm Monday to Friday (ROI, 8.30am - 5.00pm Monday to Thursday, 8.30am - 4.00pm Friday)
8.00am - 12.00pm Saturday (UK only)

We will arrange for an engineer or appointed agent, to inspect and repair, or where in our sole opinion repair is not economic, arrange to replace the unit.

8. Health & Safety:

a. Engineers will only attend where it is considered by the engineer that the installation does not pose a risk to health and safety.

b. Safe access must be provided to facilitate the engineer working on the appliance and/or any connected parts. Where located at height, a safe conforming platform must be provided.

c. A permanently fixed access ladder to EN14975 must service installations in lofts or attics. Adequate lighting and permanently fixed flooring must also be available.

d. Minimum working clearances as detailed in the installation instructions must be provided. Vokèra will not accept responsibility for the removal of fixtures in order to provide access for maintenance & repairs.

9. Warranty does not apply:

a. If the appliance is removed from its place of installation without our prior consent.

b. To any defect, damage or breakdown caused by inadequate maintenance or by deliberate action, accident, misuse or third party interference including modification or an attempted repair which does not fully comply with industry standards.

c. To any defect, damage or breakdown caused by the design, installation and maintenance of the heating system.

d. To de-scaling or other work required as a result of hard water scale deposits or from damage caused by aggressive water or sludge resulting from corrosion. Indications that such work may be required include noise, cold spots on radiators, sludge in pipes and poor circulation of the connecting pipework.

e. If the claim/contact procedure set out in section 7 is not adhered to.

f. To any other costs or expenses caused by or arising as a result of the breakdown of the Heat Pump.

g. To any costs incurred during delays in fixing reported faults.

h. Where parts other than Genuine Manufacturer Parts have been used in any maintenance or repair.

10. We reserve the right to a charge a callout fee where:

a. There is no completed commissioning sheet or equivalent control document present.
b. There is incomplete or no records of regular maintenance.
c. A fault cannot be found.
d. The breakdown or fault has been caused by an event, which is excluded from the warranty – see section 9.
e. Failure to cancel an agreed appointment prior to our engineers visit.
f. The Heat Pump is outside the period of warranty or the conditions of the warranty have not been met.

11. If we fit replacement parts or replace a Heat Pump, it will not extend the period of the warranty. All replaced parts or Heat Pumps will become the property of Vokèra Ltd.

12. The warranty applies only where a Heat Pump has been installed in mainland United Kingdom, Northern Ireland or Republic of Ireland, to provide heat to the hot water and/or central heating system.

13. Vokèra Ltd warranty is offered in addition to the rights provided to a consumer by law. Details of these rights can be obtained from a Trading Standards Authority or a Citizen Advice Bureaux.

Contact Us:- Customer Care Centre Tel: 01274 866100 (UK), 056 7755057 (ROI)

UK: Vokèra Ltd, 2 Falcon Gate, Shire Park, Welwyn Garden City, Herts, AL7 1TW

ROI: Viridus Energy, Customer Care, West Court, Callan, Co Kilkenny, Ireland , R95 PW40

Email: support@vokera.co.uk (UK), support@viridusenergy.ie (ROI)