

## New 7 year Warranty

A new free of charge Samsung 7 year warranty will start on 2nd May 2016 for all units installed from that date.

## 7 year warranty

t and cs apply

- Warranty is held by the household, not the installer, it can be transferred from one installer to another, if original installer does not want to look after it and from one homeowner to another if the house is sold.
- Warranty is for 7 years from date of commissioning
- You will have 30 days from commissioning date to register for warranty. In the first 2 years If registration is late the unit will need to be inspected by a Samsung accredited engineer and re-registered.
- Commissioning and service engineers have to be Samsung accredited to qualify for the warranty or carry out any warranty repairs.

## Commissioning

- Every unit will come with a commissioning certificate which needs to be filled in and returned by email or post to Freedom Hp (your dealer service centre DSC) within 30 days of the commissioning date. This will also be online.
- Freedom HP will register all units with the Samsung Business Centre
- Samsung will validate each warranty, will issue a certificates, a welcome letter and will call the end user to confirm the warranty status is active and explain the T and Cs.

# Training

- To become eligible for Samsung 7 year warranty the engineer working on the unit must be trained.
- Freedom HP have been appointed by Samsung as a dealer service centre providing this training.
- Call 02380-274833 for training details and dates.
- Training is charged at £200 per engineer per day. In most cases this cost can be recovered from the cost of your first / next Samsung heat pump installation.

## Maintenance

- Every unit must be maintained annually to keep the warranty running.
- The maintenance certificates need to be filled in online. Samsung will ask for these if a warranty claim is made. Failure to keep up with maintenance will end the warranty.



