

7 Year Warranty

1. Warranty Description

The new Samsung EHS warranty is a 7-year warranty which starts from date of commissioning, the warranty is held with the household (not the installer). The warranty is transferable to a new homeowner and can also be upheld by any Samsung EHS accredited installer. This warranty is only available if the Samsung EHS unit is installed and maintained by a Samsung EHS accredited Installer.

2. Registration

To activate the warranty every unit must be registered with Freedom Heat Pumps (your Samsung Dealer Service Centre). Registration must take place within 30 days of the commissioning date. If registration is late the unit will need to be inspected by a Samsung EHS accredited engineer and re-registered, this can be completed any time in the first 2 years.

Every unit comes with commissioning instructions and a list of measurements which must be filled online to activate the warranty. This needs to be done at www.freedomhp.co.uk go to Samsung and follow the link to registration or click here www.freedomhp.co.uk/samsungehs-commissioning-form.

Freedom & Samsung will validate each warranty, issue a certificate, a welcome letter and will call the end user to confirm the warranty status is active and explain the warranty terms.

3. Maintenance

Every unit must be maintained annually for the warranty to remain valid. The maintenance certificates need to be filled in online at <http://freedomhp.co.uk/samsungehs-maintenance-sheet>.

Samsung will ask for these if a warranty claim is made. Failure to keep up with maintenance will end the warranty.

4. If you are an installer

If you wish to become a Samsung accredited installer, Freedom Heat Pumps have been appointed by Samsung as a UK Dealer Service Centre providing the training required. Call 02380 274833 for training details and dates.

There is a fast track scheme for experienced heat pump installers

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.