



# Quick start guide to your air source heat pump

HP40

**BAXI**

# Welcome to Baxi

Your installer will have shown you how to use your air source heat pump (ASHP), so keep this short guide handy as a reminder.

## About Baxi

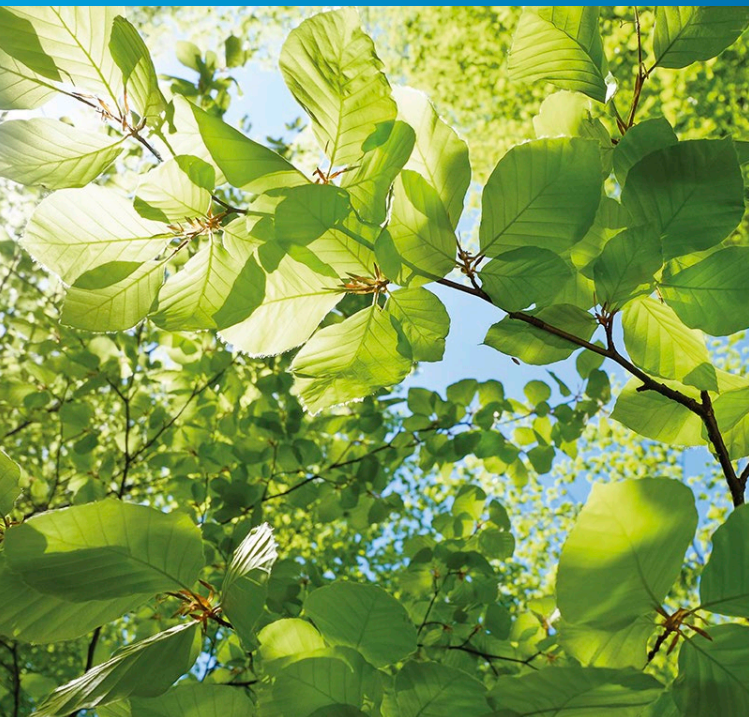
Baxi is proud to have been manufacturing in the UK since 1866. We are passionate about delivering reliable products and responsive services for our customers.

## Our sustainability pledge

Future generations will judge us by our actions. Our pledge is to be carbon neutral in all our operations by 2030, and to lead the phase-out of carbon intensive heating. Our ambition is that every product we make from 2025 will work with low carbon energy.

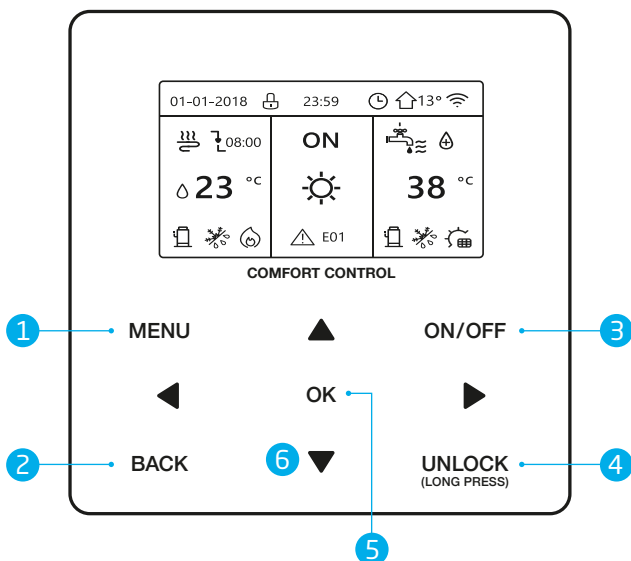


Read more about  
our sustainability  
targets and values



# Operating your air source heat pump

Your installer will show you how your air source heat pump controller works and demonstrate its features. A more detailed user guide comes with your ASHP, which we suggest you keep in a safe place in case you need to refer to it in the future.



- 1 MENU:** Enter the menu structure from the home page
- 2 BACK:** Come back to the up level
- 3 ON / OFF:** Turn on or off operation mode in the menu structure
- 4 UNLOCK:** Long press for unlocking / locking the controller
- 5 OK:** Go to the next step when programming a schedule in the menu structure / confirm a selection / enter a submenu in the menu structure
- 6 ◀ ▶ ▲ ▼** Navigate the cursor on the display / navigate in the menu structure / adjust the settings



For more information on living with your ASHP, visit [baxi.co.uk/living-with-your-ASHP](http://baxi.co.uk/living-with-your-ASHP)

# Important information about your warranty

**Please read the following pages very carefully as they contain key information about your warranty.**

Your Baxi HP40 Air Source Heat Pump comes with a 2 year warranty as standard.

There is an extended 5 year parts and labour warranty\* available, for this to be redeemable please make sure the following steps have been completed.

1. The magnetic filter that comes with your ASHP must be installed. If it is not installed or is removed, your warranty will revert to two years.
2. Your installer has arranged for your ASHP to be commissioned correctly\*.
3. Ensure your installer has completed the Benchmark checklist. We recommend this is done digitally using the Benchmark app.
4. Your installer must register your warranty within 30 days of commissioning. Your warranty will start on the date your ASHP was commissioned.
5. Your ASHP and its 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.






**It is your responsibility as the appliance owner to ensure that the requirements of the warranty terms and conditions are met.**

\* Terms and condition apply. In the event of non-compliance, your warranty will revert to a standard 2 years. For full terms and conditions, please visit:  
**[baxi.co.uk/ASHPWarranty](https://baxi.co.uk/ASHPWarranty)**

# All about Benchmark

When the installer has finished installing your product, they must complete the Benchmark commissioning checklist. We recommend they use the digital Benchmark app as this provides a record which cannot be lost. You can also use the app to see the history of your installation and servicing.

If this isn't possible, they must fill out the Benchmark checklist at the back of the ASHP Installation and Service Manual. Benchmark provides you with evidence that:

-  The installer is competent, qualified and committed to providing high-quality service
-  The installer works to the Benchmark Code of Practice
-  The product has been installed correctly
-  The installer has given you a demonstration of the product and how it works and the handover is complete
-  Whether your installer uses the Benchmark app or fills in the paper copy, we may ask to see it if you need to call us out under warranty.





**To find out more about Benchmark  
visit [benchmark.org.uk](https://benchmark.org.uk)**



## Helpful advice

If you experience an issue with your ASHP

-  Please contact your installer in the first instance – your installer’s contact details are on the rear of this guide
-  Your installer will establish if we need to support with one of our team of dedicated experts and book this with us on your behalf

For full T&Cs on what the warranty covers please visit [baxi.co.uk/ASHPwarranty](https://www.baxi.co.uk/ASHPwarranty)

# Getting your air source heat pump serviced

## Four good reasons to arrange a service



### 1 Warranty

Failure to have your ASHP serviced every year will invalidate your warranty



### 3 Efficiency

An annual service helps your ASHP to work more efficiently and keep your heating bills down



### 2 Safety

Your installer will check it is working safely, for your peace of mind



### 4 Reliability

Reduces the risk of breakdowns and increases reliability





# Your handy checklist

We want to make it as easy as possible for you to get your five-year warranty. Tick off the jobs as they are completed. We've even added space for any notes or reminders.

## Commissioning date:

Remember to book your annual service each year.

Add commissioning date here

## Essential checks:

Tick when complete

**Magnetic  
filter fitted**

**Heat pump  
commissioned**

**Benchmark  
checklist completed**

**Warranty  
registered**

## Notes:

Add installation notes here



# Getting the most from your heating system

Even if you are having a complete new central heating system, your installer must clean and treat your system with chemicals and fit a magnetic filter. At each annual service they will check the water in the system, to make sure there is no build-up of sludge and debris.

## Protect your central heating system

- ✓ **Power flushing** – a power flush is a cleaning process that removes sludge, rust and debris from the pipes and radiators in your heating system.
- ✓ **Inhibitor** – once the heating system has been cleaned, it should be treated with an inhibitor to protect it and prevent further corrosion.
- ✓ **Magnetic filter** – will collect magnetic debris in the system water.
- ✓ **Limescale prevention** – in hard water areas, a scale prevention device on the mains water will ensure limescale does not build up in your heating system.

## What is sludge?

Corrosion occurs naturally when metal and water meet. If left untreated in your heating system, corrosion can form into black iron-oxide sludge (Magnetite) and other debris. This can build up in your heating system causing:

- Damage to your ASHP
- Damage to radiators that could cause leaks
- Damage to radiator valves
- Blocked pipework in the central heating system.

## Why you need a magnetic filter

A magnetic filter will attract the magnetic debris in the system water, helping to protect it from sludge.

**Note: Your warranty does not cover damage to your ASHP caused by sludge.**



# Contact

Installer: add your contact details here



[baxi.co.uk](http://baxi.co.uk)



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## For general enquiries contact

**Customer support** – ASHP: 03447 360092

**Opening hours** Monday – Friday, 8am – 5pm

Please note calls may be monitored or recorded

**7846582** – BAXI ASHP HOMEOWNER WARRANTY INFORMATION