

Baxi Assure HP50 Air Source Heat Pump (ASHP)

Warranty guide



Warranty information

This information applies to the individual or organisation who is responsible for registering the Baxi Assure HP50 ASHP warranty.

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Warranty period and activation

The Baxi Assure HP50 ASHP comes with a 2 year warranty as standard on the unit, magnetic filter and wired controller and extended options up to 5 years if already agreed through your Baxi Specification Manager.

How to activate the extended warranty:

- If the product has been commissioned by a Baxi Heat Pump Installer the product warranty can be registered directly through Baxi Project Hub and must be completed within 30 days of commissioning
- For all other installations, to activate the extended warranty a Baxi commissioning visit will need to be booked. To do this, visit baxi.co.uk/projecthub and login or create your Baxi Project Hub account to start the registration process. You will need to select Baxi to undertake the commissioning visit. On completion of commissioning the extended warranty and Benchmark will be registered on your behalf

If there is not an agreed extended warranty you can still login to your Baxi Project Hub account to register the 2 year warranty.

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Project Hub



Up to 5 years
extended
options

Warranty key points for the Baxi Assure HP50 ASHP

- The Baxi Assure HP50 ASHP must be registered on Baxi Project Hub baxihub.co.uk
- Warranty registration must be completed within 30 days of commissioning
- 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 Assure HP50 ASHP must be fitted during installation and registered through your Baxi Project Hub account. The warranty for the Baxi Assure HP50 ASHP will revert to 2 years if the magnetic filter is not fitted at installation or is removed
- The Baxi Assure HP50 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

Customer support

What to do if an issue arises with the Baxi Assure HP50 ASHP:

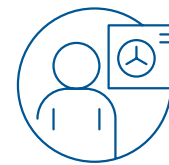
- If after you have visited the product you believe there is a warranty failure, please contact our Technical Team on 03447 360092 (open 08.00 to 17.00 Mon to Fri) who will try and resolve the issue over the phone
- If we need to send a Baxi Engineer out, we'll book this in at a convenient time for you to meet us on site. During the booking you'll be asked to provide 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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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 extended warranty

We have training centres all over the UK 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 speak to your Specification Manager.

baxi.co.uk/assurecontact

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Help and support

For full information on warranty terms and conditions please visit **baxi.co.uk/projecthub**

If you have more detailed questions about our products, training or services, we are here to help you. Please contact your Specification Manager or visit **baxi.co.uk/assurecontact**

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

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

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Residential heating and hot water solutions