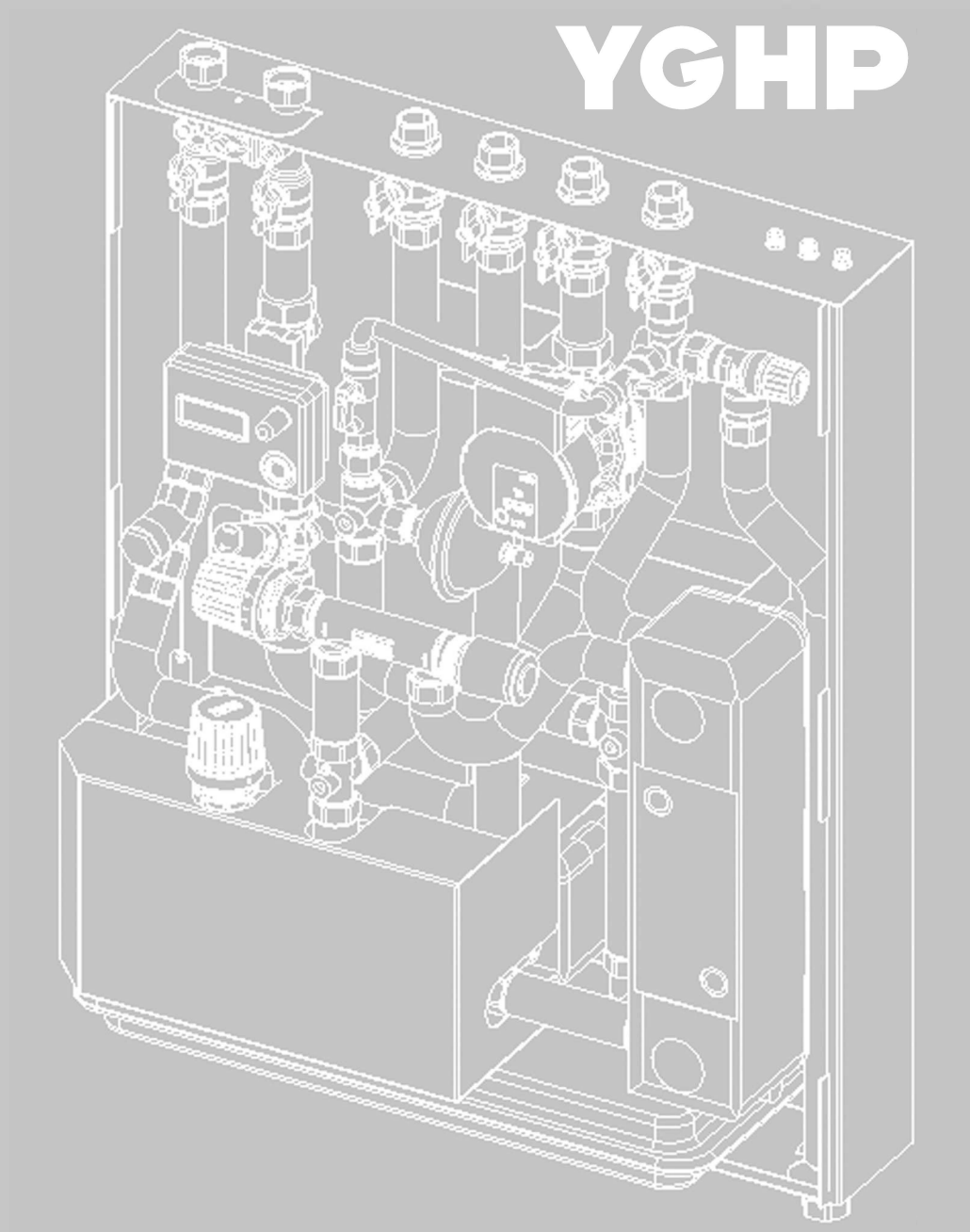




**YGHP BES A Approved
Heat Interface Unit
053 Indirect**

SAFETY INSTRUCTIONS

These instructions should be read and understood fully before attempting to install the product.

FAILURE TO DO SO CAN RESULT IN PERSONAL INJURY, DAMAGE TO PROPERTY OR THE PRODUCT.

The YGHP HIU should be installed, commissioned and maintained by a relevantly qualified, competent engineer and in accordance to the applicable national or local legislation.

MANUAL HANDLING

The YGHP HIU may need two or more people to move it to the installation location, remove it from its packaging and hang the product on its mounting brackets. Installers should be aware of the risk of injury due to poor manual handling practices and be mindful to minimise their risk. Detailed guidance on best manual handling practice can be found on the Health & Safety Executives website.

INSTALLATION SAFETY GUIDANCE

- The installation, commissioning, and maintenance of any YGHP HIU must be carried out by a qualified, competent and authorised engineer trained by YGHP.
- If the product is not installed, commissioned, and maintained in accordance with the instructions provided in this manual, it may operate outside of the manufacturers specification and present a risk of harm to the end user.
- The system should be installed in a frost-free room.
- The temperature and humidity of the final installation site should not exceed 50 °C and 60% respectively.
- Under no circumstances should these values, or any other values, specified in this manual be exceeded.
- The HIU should be easily accessible for maintenance, servicing and in case of an emergency.
- Before the system is filled, it is the installing engineer's responsibility to ensure all internal unions of the HIU are tight.
- While accepted BSRIA guidance BG 29/2021 and BG 50/2021, YGHP at times will also accept chemical free protection VDI2035 standard.
- Failure to flush primary and secondary pipe work effectively may lead to debris entering the HIU, resulting in either a drop in performance, or its complete failure.
- Failure of the unit due to poor water quality is not covered by warranty.
- Any retrospective action taken by YGHP to resolve issues relating to water quality will be chargeable.
- Only use replacement parts supplied from YGHP. Failure to do so may result in the failure of the product or personal injury.

WARNING OF ELECTRIC SHOCK

The installation, commissioning, and maintenance of the electrical connections to and from the HIU must be performed by a competent, qualified engineer.

- The unit must always be earthed before it is connected to the electric supply.
- If the unit must be removed, always disconnect the earth connection **after** disconnecting the electric supply.
- Check that the earth connection has been made to the highest standard compliant to local and/or national legislation.
- The electrical installation of this product should be done so by following the instructions provided and in compliance with any local and/or national standards.
- Modifications to the electrical system of the HIU without the formal, written consent of the manufacturer are specifically prohibited.
- Any deviation to the unit from this instruction will void the warranty.

RISK OF FATAL OR SERIOUS INJURY

When operational, the HIU is connected to mains voltage.

- Do not touch electrical components with wet or damp body parts.
- Do not pull on electrical lines.
- Do not touch live parts
- The system should be electrically disconnected for service, repair and maintenance.
- All repairs must be performed by a competent, authorised engineer.

WARNING OF HIGH PRESSURE AND HIGH TEMPERATURE

- The maximum operating temperature and pressure of the HIU are 90 °C and 16 bar respectively.
- Some surfaces and components within, and external to, the HIU can become hot.
- Do not touch hot surfaces.
- Hot surfaces can cause skin burns.
- If you must touch or be in close proximity to the HIU, check the surface temperature of the HIU with suitable equipment before touching any surface or part of the system.

GENERAL INFORMATION

You have selected YGHP Heat Interface Unit (HIU) for your heating and domestic hot water (DHW) needs. The HIU should be used exclusively for radiator/floor heating and DHW preparation. Any other or further usage will be considered as improper usage. The manufacturer is not liable for damage or faults resulting from such improper usage.

Please read this manual carefully to avoid injury to people and damage to the product, and keep the manual in a safe place for future reference for the duration of owning the product. The manufacturer is not liable for damage or faults that result from non-compliance with the manual.

The operator is responsible to operate the HIU properly. To operate HIU properly and efficiently, the operator must have read and comprehended the manual and other specific operating instructions thoroughly, reached country-specific legal age, and make sure the HIU is regularly maintained.



The basic installation instructions, operating conditions, and safety requirements are as follows:



1. Authorized personnel only. The installation, start-up, maintenance work, and repairs must be performed by qualified and authorized personnel only.



2. Installation. The installation of the HIU must be performed by qualified and authorized personnel only. The system should be installed in a frost-free room. The temperature and humidity should not exceed 50 °C and 60% respectively. Under no circumstances, these values or any other values specified in this manual should not be exceeded. The HIU should be easily accessible in case of an emergency. Please check the HIU for completeness to make sure that it has not been damaged during transport. Before water is added to the system, make sure all the screw connections are tight, if necessary, loosened screw connections should be tightened. Do not use unauthorized components or replacement parts which may limit the function, safety and warranty of the product.



3. Observe applicable standards and regulations. The assembly and operation of the HIU must comply with the recognized standards, rules, requirements, and guidelines. Observe applicable UK standards and regulations.

GENERAL INFORMATION



4. Warning of electric shock. The installation, commissioning, and repairs of the electrical connections of the HIU must be performed by qualified and authorized personnel only. Installation should be made by following the instructions provided by the manufacturer and in accordance with UK standards and regulations. In case of danger and accidents, if possible and not risky, interrupt power supply and separate the heating system from other energy sources and seek help from qualified and authorized personnel immediately. Possible modifications or alterations to the HIU and its electrical components are only permitted with written permission of the manufacturer. Violation to this may void the warranty and the manufacturer is not liable for damage resulting from misuse of the system.

Risk of fatal or serious injury. When operational, the HIU is connected to mains voltage. Do not touch electrical components with wet or damp body parts. Do not pull on electrical lines. Do not touch live parts. The system should be electrically disconnected for repairs. All repairs must be performed by qualified and authorized personnel only.



5. Quality and safety of drinking water. . The HIU uses and comes in contact with drinking water. The planning and design of the drinking water system therefore must be in accordance with UK standards and regulations.

A water analysis is recommended for each installation. In the case of warranty claims, a water analysis is mandatory.

The system must be flushed and disinfected before commissioning with the flushing by-pass component and other necessary equipment.



6. Warning of high pressure and high temperature. The maximum operating temperature and pressure of the HIU are 90 °C and 10 bar respectively. Therefore, some surfaces or some components of the HIU can be very hot. Do not touch hot surfaces. Hot surface can cause skin burns. If you have to touch or be close proximity to the HIU, check surface temperature of the HIU with a proper equipment before touching any surfaces or part of the system. In case of leaks, close all shut-off valves, and seek help from qualified and authorized personnel immediately.



7. Storage. Do store the HIU and any of its components in a cool and dry place before installation.

GENERAL INFORMATION



8. Disposal. Always follow local disposal regulations and seek expert advice.



9. Name plate of the HIU. This manual applies to the Indirect HIU System BESA test version. The type of the HIU is specified on the nameplate which can be seen on the base plate of the HIU. The nameplate contains the following information:

- Product Code
- Art. Number
- Primary Flow
- Max differential pressure
- Production Date
- Contact Information of the Manufacturer

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1. Functional Description

Heating Interface Unit (HIU) product family is designed to satisfy a range of customer demands in terms of heating and domestic hot water (DHW). HIU provides complete solutions for apartments and houses to make radiator heating or underfloor heating and instantaneous DHW preparation with thermostatic control. This document describes a specific model of HIU, namely HIU-Indirect (Figure 1).

The HIU-Indirect is specifically designed for either radiator or floor heating and instantaneous DHW preparation with thermostatic control. It has all necessary components (e.g. valves, heat exchangers (DHW heat exchanger and heating circuit heat exchanger), pump, expansion vessel, pipes, fitting and connections) to deliver convenient and efficient DHW and heating.

Thermostatic Actuator enables HIU-Floor to open or close the heating circuit remotely.

The HIU-Indirect is designed with a 40 Plate DHW heat Exchanger as standard.
To connect the HIU-Indirect with the piping system of apartments or houses, 6 Ball Valves are used.
The Flushing By-pass component enables flushing and venting the system before commissioning.
The HIU-Indirect is covered with high quality EPP Covers.

The detail information for components of HIU-Indirect are provided in the following sections.

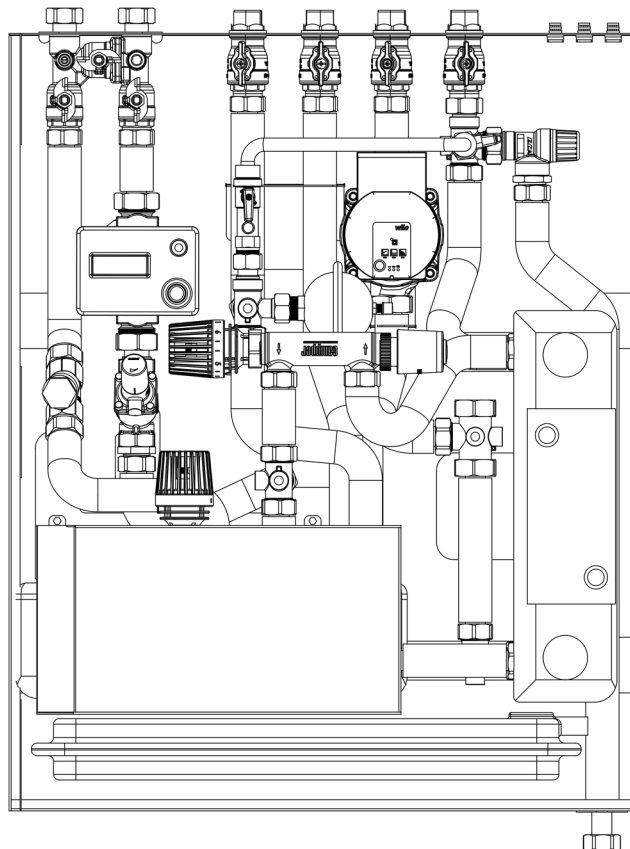


Figure 1. The front view of the HIU-Indirect

2.Design and Technical Description of the HIU and Its Components

The HIU-Indirect is comprised of 14 main components. The components of the HIU are secured on a galvanized steel plate. Each has a DHW brazed plate heat exchanger isolated with EPP, thermostatic control valve, differential pressure control valve, heating component, air vent, water hammer, spacer for heat meter. The 18 mm diameter pipes of the HIU are made from AIS 316L stainless steel and have 9 mm isolation. Figure 2 describes the inlets and outlets of the HIU-Indirect. Figure 3 shows the dimensions of the HIU-Indirect.

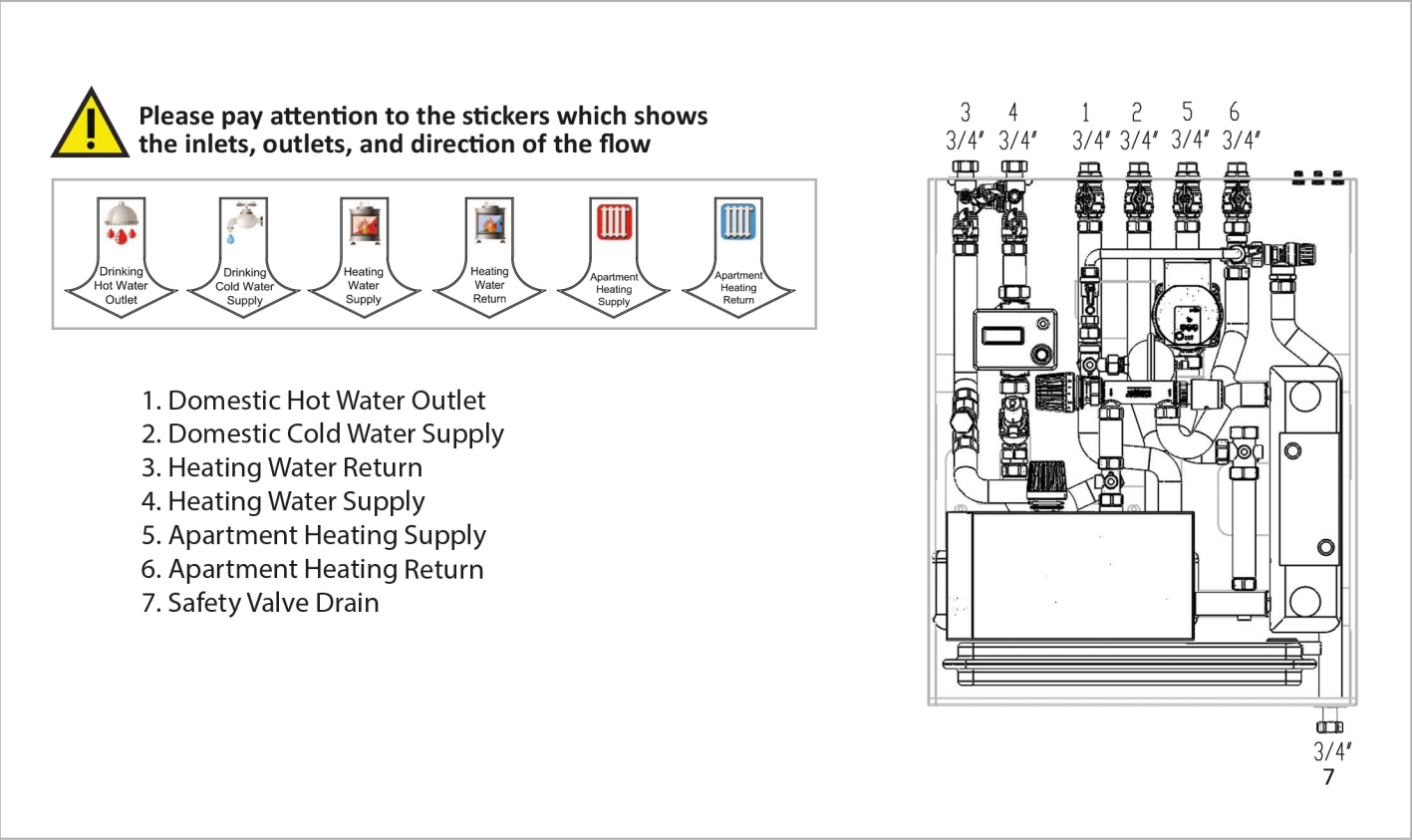


Figure 2. The inlets and outlets of the HIU-Indirect

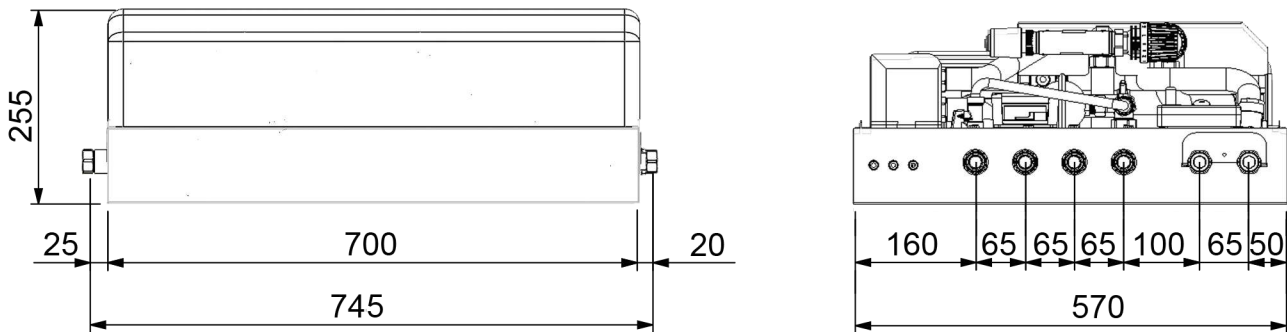


Figure 3. The dimensions of the HIU-Indirect

The technical data of the HIU-Indirect on the general aspects, materials, dimensions, heating circuit, domestic hot water, and electrical connections are presented in the Table 2.

Table 2. The technical data of the HIU-Indirect

GENERAL	
Nominal pressure	PN10
Maximum operating temperature	90 °C
MATERIALS	
Heat exchanger	Plates: 316 stainless steel
Pipes	18 mm AIS 316L stainless steel
Fittings	Brass CW617N
Seals	Aramid Fiber, Mineral Fibre
Thermal insulation	EPP
DIMENSIONS	
Width x Height x Depth	570 x 745 x 255 mm
Weight	45 kg
Connections	G ¾" union nut, flat seal
DOMESTIC HOT WATER	
Medium	Drinking water
Maximum cold-water pressure	10.0 bar
ELECTRICAL CONNECTIONS	
Main voltage	230 V AC $\pm$ 10%
Power frequency	50 to 60 Hz
Operating voltage	5 V AC $\pm$ 10%
Input	0.15 to 3 W
Protection	IP44

2.1. Differential Pressure Control Valve

Each HIU-Indirect is equipped with a differential pressure control valve (Figure 4) which balances system to react pressure variations in variable flow systems. In hydronic heating systems with HIU, differential pressure control valve prevents high pressure difference on HIU by providing necessary conditions to achieve the desired flow distribution in the system. Differential pressure control valve balances all components of the HIU system. In the HIU, differential pressure control valve with size of DN20, Kvs of 3.5 m³/h, ΔP Setting Range of 20-60 kPa, and Nominal Pipe Size of ¾" is used. The technical specifications of the pressure control valve are given in Table 3.

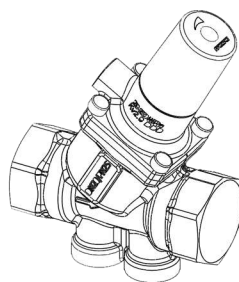


Figure 4. The DN20 20-60 kPa differential pressure control valve

Table 3. The technical specifications of the DN20 20-60 kPa differential pressure control valve

Maximum temperature	120 °C
Minimum temperature	-10 °C
Maximum differential pressure	400 kPa
Maximum pressure	25 bar
Differential pressure setting range	20-60 kPa
Marking on valve	DN, PN, flow arrow, DR, Kvs
Connection	Female thread ISO 228
Material of valve housing, seat, cone, and internal mechanical parts	DZR Brass / EPDM
Material of spring	Stainless steel
Material of isolation knob	PPS 40% glass

2.2. DHW Brazed Plate Heat Exchanger

Each HIU-Indirect is equipped with a DHW brazed plate heat exchanger (Figure 5) to transfer heat from heating supply to HIU for DHW preparation. In the HIU-Indirect, the DHW heat exchanger has optimized asymmetric plate geometries that combine extraordinary thermal efficiency with a low pressure drop and low return temperatures. The performance data of the DHW heat exchanger are given in Figure 6.



Figure 5. The brazed plate heat exchanger

2.3. DHW and Keep Warm function Thermostatic Control Valve Kit

DHW Thermostatic control valve (Figure 9) is a simple yet reliable device for accurate temperature control that works without power supply and active control. These valves can ensure virtually constant temperatures. The thermostatic control valves are optimized for minimal idle consumption.

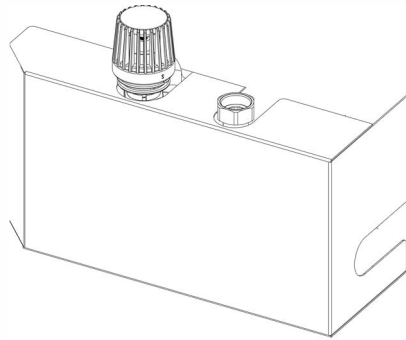


Figure 9. The DHW and Keep Warm Function Thermostatic Control Valve

2.4 Thermostatic Control Valve for Apartment Heating

Thermostatic control valve (Figure 9) is a simple yet reliable device for accurate temperature control that works without power supply and active control. These valves can ensure virtually constant temperatures. The thermostatic control valves are optimized for minimal idle consumption.

The apartment heating system turns on and off as needed to meet the required heat demand, ensuring the desired temperature is reached.

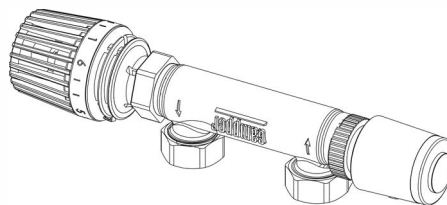


Figure 10. The Thermostatic Control Valve Set for Apartment Heating

2.4. Heating Component

The HIU-Indirect is designed in a way that it can provide either radiator or floor heating with a thermostatic valve range change. Each Heating Component has a heating brazed plate heat exchanger, safety valve, combined thermometer/pressure gauge, expansion vessel, electronically-controlled circulation pump, heating thermostatic control valve 18 mm AIS 316L stainless steel pipes with 9 mm isolation, and brass fittings and connections.

2.4.1. Heating Brazed Plate Heat Exchanger

Heating brazed plate heat exchanger is used to isolate (from the primary heat supply) the heating circuit.

2.4.2. Safety Valve

The Safety Valve (Figure 10) serves as a fail-safe to protect against overpressure in the HIU. When the system pressure of the HIU exceeds 2.5 bar (factory adjusted opening pressure), it automatically releases water from the draining outlet. The system pressure of the HIU can be monitored by the Combined Thermometer/Pressure Gauge. The safety valve is made from brass and according to the standards established by DIN 4751-3 and EN 12828 regulations. The technical specifications of the Safety Valve are provided in the Table 4.

Table 4. The technical specifications of the Safety Valve

Connection	G ½ x G ¾
Operating temperature range	-20 / +95 °C
Opening pressure	2.4 bar
Dimensions (W x H x D)	27 x 67 x 45 mm
Housing	Brass
Cap	red

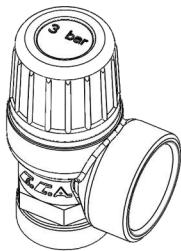


Figure 10. The safety valve

2.4.3. Combined Thermometer/Pressure Gauge

The Combined Thermometer/Pressure Gauge (Figure 11) enables the operator to observe the heating circuit temperature and system pressure in a single gauge with at a single measuring point. It has a bimetal measuring system for temperature measurement and a Bourdon tube measuring system for simultaneous pressure measurement. Both values are measured and displayed by a single gauge. A self-closing mounting valve enables the gauge to be replaced without the need to drain the system. The technical specifications of the Combined Thermometer/Pressure Gauge are provided in the Table 5.

Table 5. The technical specifications of the Combined Thermometer/Pressure Gauge

Type	D1
Nominal size	55
Working ranges	Thermometer: Gauge: 0-12 Bar / 0- 120 °C

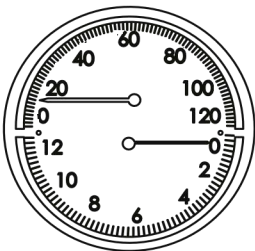


Figure 11. The Combined Thermometer/Pressure Gauge

2.4.4. Expansion Vessel

The HIU-Indirect is equipped with an Expansion Vessel (Figure 12) to maintain constant pressure in the heating circuit. The Expansion Vessel is made from rubber diaphragm fixed membrane and according to the standards established by PED 2014/68/UE and DIN EN 13831 regulations. The technical specifications of the Expansion Vessel are provided in the Table 6.

Table 6. The technical specifications of the Expansion Vessel

Capacity	8 liters
Dimensions (W x H x D)	203 x 503 x 66 mm
Water entry connection	M 3/8" Gas
Standard pre-loading pressure	1 bar
Maximum working pressure	3.0 bar
Working temperature	-10 / +90 °C
External finishing colour	POWDER PAINTING,BLACK OR SIMILAR TO RAL 9005

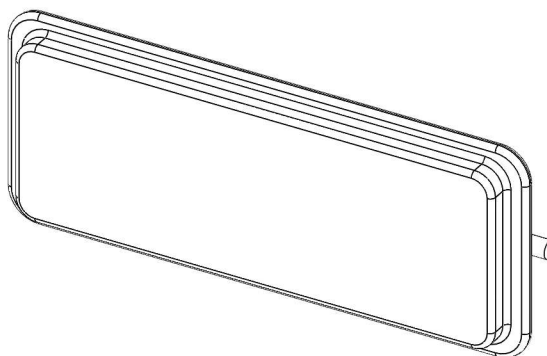


Figure 12. The Filling Component

2.4.5. Electronically Controlled Circulation Pump

Each Floor Heating Component has an electronically-controlled circulation pump (DN 15 size and 7 m hydraulic performance) which is exclusively designed for circulating for heating systems with constantly changing volume flows. The technical data of the pump is presented in Table 7. In Figure 13, pump curve (pump head vs flow rate characteristics) is given.

Table 7. The technical data of Electronically-Controlled Circulation Pump

Fluid temperature	0 °C to +95 °C
Ambient temperature	0 °C to +70 °C
SC, self-controlled, green push button	$\Delta p-v$, $\Delta p-c$, constant speed (manual air venting and manual dejamming function)
External control	iPWM1 signal, LIN bus
Hydraulic performance	7 m
Size	DN 15
EEl	≤ 0.20

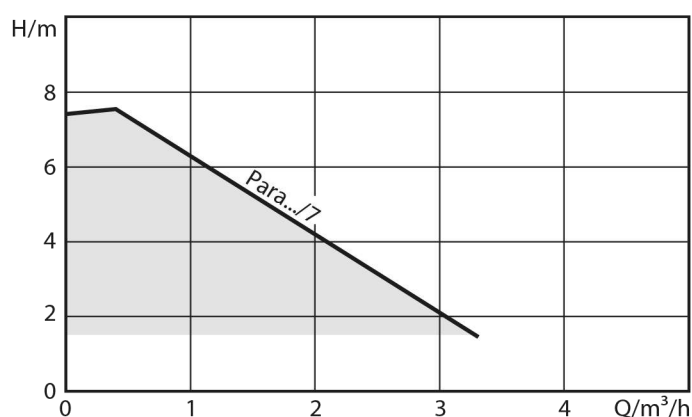


Figure 13. The pump curve of the Electronically-Controlled Circulation pump

2.4.6. Heating Thermostatic Control Valve

Heating Thermostatic Control Valve enables operator to control the water temperature in the heating circuit. It is a self-reacting valve with no electric supply. The range of the heating thermostatic valve depends on the heating system choice (radiator or underfloor).

2.5. Filling

The HIU-Indirect comes with a Filling (Figure 14) component which is used to fill the heating circuit with water. It should be manually connected to the ball valves of the HIU to start the filling process. The heating circuit should be filled with water until 1.5-2.0 bar pressure read from the Combined Thermometer/Pressure Gauge. Then, those ball valves should be shut-off, and the Filling should be disconnected from the HIU.

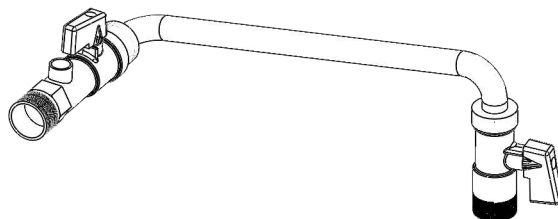


Figure 14. The Filling Component

2.6. Thermostatic Actuator

Thermostatic Actuator (Figure 15) enables HIU to open or close the heating circuit remotely. It receives electrical signals from room or timer thermostats or other home automation systems and convert those electrical signals into valve strokes to adjust the on or off condition of heating circuit. The technical specifications of Thermostatic Actuator are provided in the Table 8. Thermostatic Actuator is an optional component in the HIU-Indirect design.

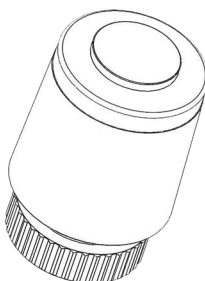


Figure 15. The Thermostatic Actuator

Table 8. The technical specifications of the Thermostatic Actuator

Operating mode	Closed when de-energized
Stroke	0/3.2 mm indication via cams on hood
Operating time	< 5 min
Operating temperature range	Ambient max. 60 °C
Supply voltage	AC 230 V, Power: 2W
Connection	Union nut: M30 x 1.5mm Closing dimension: 10.8 mm Cable length: 1m
Housing	Plastic Degree of protection: IP 54 (EN 60529)

2.8. Water Hammer

Water hammer (Figure 17) is a device to overpressure reducer in hot and cold sanitary water circuits. It is made from stainless steel AISI 304L and according to the standards established by PED 2014/68/UE and EN 13831 regulations.

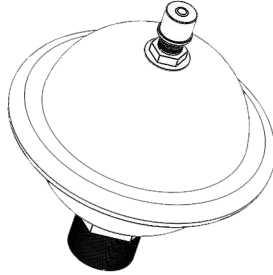


Figure 17. The water hammer

2.10 EPP Cover

The HIU is covered with EPP Covers which are made from high quality 50 g/L density EPP. The drawing of the EPP Cover is given in Figure 20.

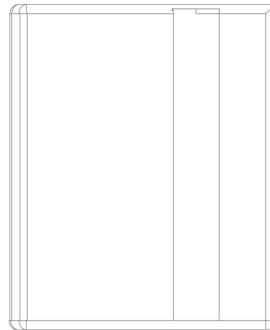
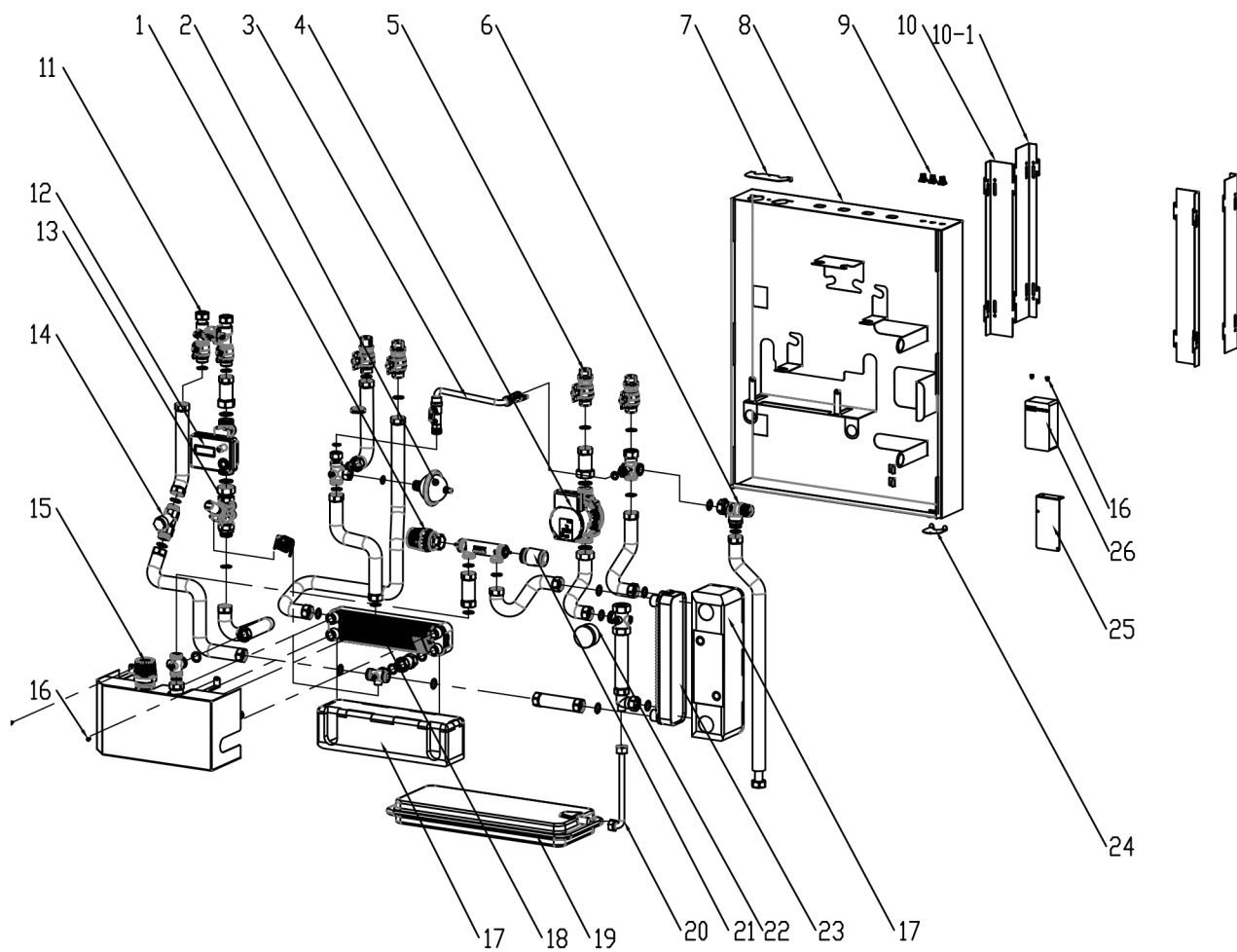


Figure 20. The drawing of the EPP Cover of the HIU-Indirect

4.2 Structure and Arrangement of the HIU



1	Thermostatic Control Valve for Apartment Heating
2	Water Hammer
3	Filling Loop
4	Pump
5	Ball Valve
6	Safety Valve
7	Metal Sheet_Pipe Clamp
8	Metal Sheet_Back Plate
9	Cable Transition Rubber
10	Metal Sheet_Bracket
10-1	Metal Sheet_Bracket (Optional Position)
11	Flushing By-Pass Set
12	Heat Meter
13	DPCV
14	Strainer
15	Thermostatic Control Valve for DHW
16	M4_Screw
17	EPP Cover for Heat Exchanger
18	Heat Exchanger for DHW
19	Expansion Vessel
20	Flex Pipe
21	Thermal Actuator
22	Thermo-Manometer
23	Heat Exchanger for Apartment Heating
24	Metal Sheet_Pipe Clamp
25	Metal Sheet for Junction Box
26	Junction Box

HIU COMMISSIONING CHECKLIST



SITE DETAILS	
Site Name	
Site Address	
Contractor	
Site Contact	
Email	
Phone	
HIU Model Type	
Number of Units	

TEST INSPECTION	UNIT	RESULT	COMMENTS
HIU space heating circuit pressure	Bar		
Flushing by-pass closed and sealed	Y/N		
Y-pattern strainer checked & cleaned	Y/N		
Potable cold-water supply pressure	Bar		
Thermostatic heads set correctly	Y/N		
Pump speed set correctly	Y/N		
DHW temperature	°C		
DHW flow rate	l/min		
DHW response time	sec.		
Pre-payment valve operating	Y/N		
Space heating actuator head operational	Y/N		
Third party room stat installed	Y/N		
Primary flow temp	°C		
Primary return temp	°C		
Primary flow rate	l/h		
Secondary heating flow temp	°C		
Secondary heating return temp	°C		

COMMISSIONING ENGINEER'S DETAILS	
Name	
Company Name	
Signature	
Date	

SERVICE RECORD

Before completing the below service record, please make sure service is to standard described by YGHP instructions

SERVICE: _____ Date: _____

Engineer Name: _____

Company Name: _____

Telephone Number: _____

Signature _____

SERVICE: _____ Date: _____

Engineer Name: _____

Company Name: _____

Telephone Number: _____

Signature _____

SERVICE: _____ Date: _____

Engineer Name: _____

Company Name: _____

Telephone Number: _____

Signature _____

SERVICE: _____ Date: _____

Engineer Name: _____

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Engineer Name: _____

Company Name: _____

Telephone Number: _____

Signature _____

SERVICE: _____ Date: _____

Engineer Name: _____

Company Name: _____

Telephone Number: _____

Signature _____

MAINTENANCE

YGHP recommend that maintenance is checked every 12 months by a YGHP trained and approved. Failure to have YGHP equipment commissioned or serviced by YGHP will effect warranty. YGHP reserve the right to decline warranty should the HIU be tampered with by YGHP untrained engineers. Before any maintenance is undertaken, the following checks should be made:

- I. Isolate the product from the mains electricity supply
- II. Make an additional electrical safety test to ensure the product is isolated from the mains
- III. Turn the water supply to the product off by using the isolating ball valves
- IV. Remove the external EPP cover from the product
- V. Ensure the product is cool to the touch to reduce the risk of skin burns

Recommended maintenance checks are as follows:

- I. Conduct a visual inspection of the unit to check for any leaks on pipe work unions
- II. Check the operation of all isolating ball valves
- III. Inspect and clean any internal or external system filters, (y-pattern strainers etc). Fibre washers must be replaced with correct YGHP equipment to minimize possibility of leaks.
- IV. Check the supply differential above required minimum.
- V. Inspect the EPP insulating cover is free from damage
- VI. Check the control valve functions are operable to DHW & heating demand
- VII. Check the primary supply temperatures to both the DHW and heating are to specification*
- VIII. Check mains pressure storage water heater safety valve**
- IX. Check the heat/cooling/water meter registers a demand or replace if scheduled**
- X. Check function of the pre-payment valve

*refer to the YGHP Commissioning Checklist for values

**only applicable if fitted

WARRANTY

The warranty for the YGHP range of Heat Interface Units (HIU) begins from the date of installation or delivery depending on pre-agreement.

The date of installation will be assumed to be the date of delivery unless YGHP Ltd are advised to the contrary and a future installation date is confirmed.

Individual products and certainly HIU are to be registered for warranty on the YGHP Ltd website at the below link. This is vital to be completed at install before commissioning stage;

www.yghp.co.uk/warranty-registration

Product registration is a condition of the warranty. Any product that has not been registered for warranty will be deemed not to be covered by the warranty, detailed below.

The warranty applies only where a YGHP HIU has been installed in a domestic dwelling in the United Kingdom, Northern Ireland or Republic of Ireland, to provide heat and/or hot water to an individual domestic dwelling and commissioned by an approved YGHP company. Please contact for approved list.

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

YGHP Ltd reserve the right to request a water quality sample be undertaken to validate any product warranty claims relating to component parts of the unit.

THE YGHP WARRANTY IS FREELY OFFERED WITH THE BELOW EXCEPTIONS:

- Any missing parts not reported within 14 days from receipt of delivery or not registered on YGHP website.
- Faults impeding the operation of the unit caused by central plant. This may include, but is not exclusive to, the following:
 - Primary circuit flow rate and temperature
 - Cold water mains flow rate and pressure
 - Dirt and debris present in either the primary or secondary systems
 - Crossed pipework due to careless and/or poor installation practice
 - Any primary or secondary system condition in contravention to the specification
- Faults caused by the unit being installed by anyone deemed as 'non-competent'
- Faults arising from deviation from the manufacturer's installation instructions
- Faults arising from any changes or additions made to the unit without the manufacturer's specific, written consent.
- Faults arising from the use of non-original spare parts
- Faults caused by the negligence of maintenance of the unit, as stated in the manufacturer's installation instructions.
- Faults arising from the installation of units outside the UK that have not had the prior written consent of YGHP Ltd.
- Any fault caused by water quality.
- Faults relating to third party controls not supplied by YGHP Ltd.
- Commissioned or serviced by a non-approved company. Company must have taken the YGHP commissioning and servicing course.

YGHP RESERVE THE RIGHT TO CHARGE A CALLOUT FEE IN THE BELOW INSTANCES:

- There is no completed “commissioning sheet” or equivalent control document present
- The service record is either incomplete or missing
- No fault cannot be found
- The breakdown or fault has been caused by an event which is excluded from the warranty.
- Failure to cancel an agreed appointment prior to our engineers visit
- The HIU is outside the period of warranty
- The conditions of the warranty have not been met
- If we fit replacement parts or replace a unit it will not extend the period of the warranty.
- All replacement parts or units will become the property of YGHP Ltd.

THE WARRANTY DOES NOT INCLUDE:

- Any unit installed under the below conditions:
 - In contravention to the installation and maintenance guidance in the IOMs
 - Any units not installed in a domestic dwelling
 - Any units not installed in the United Kingdom or Republic of Ireland
- Any third-party costs that are unrelated to the repair, or replacement, of any component deemed to be at fault as a result of it's manufacture.
- Any costs relating to descaling, cleaning, or power-flushing, the wider system, unit or individual component parts as a result of poor water quality.
- Any reduction or failure of performance of the unit as a result of poor water quality.
- Any installation, or use of, the unit in direct contravention of the advice given in the manufacturer's installation and operating manual.
- Any costs relating to the failure of the unit, or a component part, as a result of the recommended servicing schedule not being followed.

If YGHP fit replacement parts as part of the warranty, this action alone will not be taken to extend the period of warranty from that originally stated.

All replaced parts, or complete units, will become and remain the property of YGHP Ltd.

The above information represents general guidance regarding the implementation of the Warranty. YGHP Ltd reserve the right to change and/or amend the conditions of this Warranty without prior notice. All warranty claims may be subject to a third party water quality test at the discretion of YGHP Ltd.

Please note all goods belong to YGHP until full payment has been confirmed by YGHP.