

## INSTALLER WARRANTY PROCESS

### INSTALLER WARRANTY PROCESS – AIR TO AIR

1. Contact the Panasonic technical team via the hotline: **01707 378670 (option 2 > option 1) technical support** or email: [technical.phvacuk@eu.panasonic.com](mailto:technical.phvacuk@eu.panasonic.com) to diagnose the issue and receive a warranty reference number. This reference number is responsible for activating the warranty process, including the delivery of your part and payment of your labour allowance.
2. Contact the service team on: **01707 378670 (option 2 > option 2: Service, spares and warranty)** to order the required spare part, quoting your unique warranty reference number.
3. The part will be delivered to your specified location (free of charge).

### INSTALLER WARRANTY PROCESS – AIR TO WATER

1. Contact the Panasonic technical team via the hotline: **01707 378670 (option 2 > option 1: Technical support)** or email: [uk-a2w-tech@eu.panasonic.com](mailto:uk-a2w-tech@eu.panasonic.com) to diagnose the issue and receive a warranty reference number.
2. Complete the spare parts form as provided by the technical team and return your completed copy to the service team: [uk-aircon-service@eu.panasonic.com](mailto:uk-aircon-service@eu.panasonic.com).
3. The part is delivered to your specified location (free of charge).

### HOW TO CLAIM YOUR LABOUR ALLOWANCE:

**! If this is your first claim, please request a supplier form from our spares and service team before submitting your labour invoice, and send the completed copy (signed by a Company Director) to the following email address: [Finance.PHVACUK@eu.panasonic.com](mailto:Finance.PHVACUK@eu.panasonic.com). Please also include your bank details on the company letterhead paper !**

**Once your account has been set-up, follow the below steps to submit your invoice:**

1. Send your invoice to the following mailbox: [PHVACUK\\_invoicecapture@conkursolutions.com](mailto:PHVACUK_invoicecapture@conkursolutions.com)

The subject line must include the following details to ensure efficient processing:

- Your company name
- Your Invoice number

Example: Purple Blue Ltd Invoice 12345

PLEASE NOTE: No invoice will be accepted without:

- Warranty reference number
- Relevant labour reference according to the price list
- Date of order

In case of need of additional refrigerant or relevant ancillary cost, please ask formal approval by email only at [technical.phvacuk@eu.panasonic.com](mailto:technical.phvacuk@eu.panasonic.com) (air to air) or [uk-a2w-tech@eu.panasonic.com](mailto:uk-a2w-tech@eu.panasonic.com) (air to water).

Your warranty case number will be requested.

**WARRANTY LABOUR CHARGES**

<b>Warranty Repair Pricing</b>	<b>RAC</b>	<b>PACi</b>	<b>ECOi</b>
PCB (indoor or outdoor unit)	£150	£150	£150
Indoor Thermistor or sensor (per piece)	£60	£60	£70
Outdoor Thermistor or sensor (per piece)	£60	£60	£70
Fan motor, impellor or blade (indoor or outdoor unit)	£195	£195	£195
Compressor or Heat Exchanger	£395	£450	£900
Coil replacement (indoor unit) including removal of refrigerant	£270	£450	£450
Coil replacement (outdoor unit) including removal of refrigerant	£270	£450	£900
Refrigerant component including pressure switch, solenoid valve, 4-way valve (including removal of refrigerant)	£350	£420	£510
Miscellaneous electrical item (indoor or outdoor unit, including solenoid, contactor etc.)	£90	£90	£90
Panel or housing (indoor or outdoor unit)	£45	£45	£45
Replace indoor unit (including pump down recovery of refrigerant)	£270	£320	£850
Replace Outdoor unit	£375	£450	£960
Controller/Wi-Fi Module	£60	£60	£60

<b>Warranty Repair Pricing</b>	<b>REFRIGERATION</b>
PCB (indoor or outdoor unit)	£150
Indoor Thermistor or sensor (per piece)	£60
Outdoor Thermistor or sensor (per piece)	£60
Fan motor, impellor or blade (indoor or outdoor unit)	£195
Compressor or Heat Exchanger	£450
Coil replacement (indoor unit) including removal of refrigerant	£450
Coil replacement (outdoor unit) including removal of refrigerant	£450
Refrigerant component including pressure switch, solenoid valve, 4-way valve (including removal of refrigerant)	£420
Miscellaneous electrical item (indoor or outdoor unit, including solenoid, contactor etc.)	£90
Panel or housing (indoor or outdoor unit)	£45
Replace indoor unit (including pump down recovery of refrigerant)	£320
Replace Outdoor unit	£450
Controller/Wi-Fi Module	£60

<b>Warranty Repair Pricing</b>	<b>GHP</b>
PCB (indoor or outdoor unit)	£150
Indoor Thermistor or sensor (per piece)	£70
Outdoor Thermistor or sensor (per piece)	£70
Fan motor; impellor or blade (indoor or outdoor unit)	£195
Compressor or refrigerant-coolant heat exchanger	£900
Coil replacement (indoor unit) including removal of refrigerant	£450
Coil replacement (outdoor unit) including removal of refrigerant	£900
Refrigerant component including pressure switch; solenoid valve; 4-way valve (including removal of refrigerant)	£510
Coolant pump	£195
Misc. engine component (oil pump/starter/mounting/throttle valve/gas valve etc.)	£150
Cylinder head	£450
Exhaust heat exchanger	£195
Compressor clutch	£195
Miscellaneous electrical item (indoor or outdoor unit; including solenoid; contactor etc.)	£90
Panel or housing (indoor or outdoor unit)	£45

Replace indoor unit (including pump down recovery of refrigerant)	£850
Replace Outdoor unit	£960
Controller/Wi-Fi Module	£60

<b>Warranty Repair Pricing</b>	<b>A2W</b>
PCB (indoor or outdoor unit)	£150
Indoor Thermistor or sensor	£150
Outdoor Thermistor or sensor	£150
Fan motor, impellor or blade (indoor or outdoor unit)	£150
Compressor or Heat Exchanger	£450
Coil replacement (outdoor unit) including removal of refrigerant	£450
Refrigerant component including pressure switch, solenoid valve, 4-way valve (including removal of refrigerant)	£450
Water Pump	£150
Flow Switch	£150
Pressure Relief Valve	£150
Hydraulic component (including but not limited to isolation valve, 3-way or 2-way valve, pressure gauge)	£150
Immersion heater	£180
Miscellaneous electrical item (indoor or outdoor unit, including solenoid, contactor etc.)	£150
Panel or housing (indoor or outdoor unit)	£150
Replace expansion vessel	£150
Replace hot water cylinder	£300
Replace indoor unit (including pump down recovery of refrigerant)	£450
Replace Outdoor unit	£450
Replace fan assisted radiator	£250
Controller/Wi-Fi Module	£90
Replace Buffer tank	£250

**WHERE MULTIPLE PARTS ARE REQUIRED TO BE FITTED UNDER ONE UNIQUE WARRANTY REFERENCE NUMBER, WARRANTY LABOUR CAN ONLY BE CLAIMED FOR THE PART OF THE HIGHEST LABOUR VALUE. PRICES INCLUDED TRAVEL EXPENSES. WE WILL NOT ACCEPT ANY ADDITIONAL CHARGES FOR THIS.**

## IN WARRANTY UNITS - SERVICE REQUEST AQUAREA AIR TO WATER HEAT PUMPS

### ISSUE DIAGNOSIS REQUEST

If your unit is within its warranty period and a fault is detected, please contact the following support centre for a diagnosis to be made. A spare part request cannot be made until the diagnosis is complete:

Email: [uk-a2w-tech@eu.panasonic.com](mailto:uk-a2w-tech@eu.panasonic.com)

Phone: 01344 853393

### Installer Details

Company Name	
Company Address	
Company Email	
Company Mobile	
Merchant	

### Unit Details

Date of Installation	
Date of Commissioning	
Installation Address	
Installation Postcode	
Model Number	
Serial Number	
Warranty Period	
Warranty Case Number <small>(as provided by Panasonic Technical Support)</small>	
Diagnosis Explanation	
Spare Part Reference	Quantity Required
Spare Part Reference	Quantity Required
Spare Part Reference	Quantity Required
Spare Part Reference	Quantity Required

**Please remember to include the following items when sending this request**  
Commissioning Form  
Annual Maintenance Sheet

### Shipment Information

FAO	
Company Name	
Contact Number	
Shipping Address	
Delivery Considerations <small>(site restrictions, working hours, etc).</small>	

Please submit this request to the following email address: [Spares.PHVACUK@eu.panasonic.com](mailto:Spares.PHVACUK@eu.panasonic.com)