



UNDERFLOOR  
HEATING



HEAT  
PUMPS



SOLAR  
THERMAL

## Product Warranties

**Nu-Heat Underfloor Heating & Renewable systems use the highest quality products and are manufactured to exacting standards to provide complete peace of mind.**

Products	Parts warranty
Fastflo™ UFH pipe (all sizes)	50 years
EnergyPro cylinders & EnergyMaster HP cylinders** (excluding ancillary components)	25 years*
Underfloor heating manifold (stainless steel rails)	10 years
EnergyPro solar thermal panels	10 years†
NIBE heat pumps	7 years†
Solar control station	2 years
Electrical components (wiring boxes, thermostats, pumps and ancillary electrical components)	2 years
Plumbing components (manifold valves and gauges, BufferBox100™)	2 years

† Warranty is subject to required servicing.

\* EnergyMaster HP cylinders that are **not** on a mains water supply have a 5-year warranty.

### DESIGN REASSURANCE

Underfloor heating systems designed and supplied by Nu-Heat are covered by Professional Indemnity Insurance to the value of £5 million.

### OPTIMISER DESIGN STANDARDS

- BS EN 1264 – Floor heating systems & components (BSRIA Design Guide)
- BS EN 12831 – Heating Systems in Buildings
- Conforms to Building Regulations (Parts L, E, F) and Renewable legislation.
- Acoustic testing on timber/screed intermediate floors:SRL C/04/SL/3123/1
- BSRIA approved design on ClippaPlate for non-screeded floors (not plated systems)
- Report 50290/2 & 18785/1

### INSURANCE

- **Professional Indemnity to the value of £5 million to guarantee design.**

In the event that a client suffers financial loss as a result of alleged neglect, error or omission in design, Professional Indemnity Insurance will meet the cost of defending claims and any damages payable.

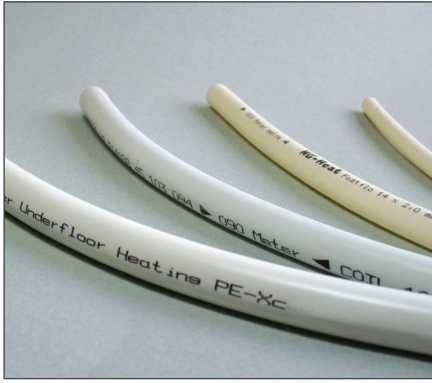
- **Public Liability to the value of £5 million.**

Public Liability insurance will cover the company in the event of accidental injury to clients by our business operation, in addition to damage to third party property while on business.

- **Products Liability to the value of £5 million.**

Product Liability insurance covers our legal liability (and associated costs) in respect of injury to any third party or loss of or damage to material property caused by any products supplied.





### NU-HEAT'S UNDERFLOOR HEATING PIPE

Fastflo™ heating pipe comes with a 50-year warranty. It is guaranteed for 10 years (third-party insurance-backed) for full reinstatement and for a further 40 years for material replacement only.

Nu Heat Fastflo™ Quality Standards registered by the manufacturer:

- ISO 9001; Quality
- ISO 14001; Environmental Management
- Nu-Heat Fastflo™ PE-HDXc pipe
- Oxygen impermeability pursuant to DIN 4726 in heating systems
- DIN 16892: General requirements and testing for cross-linked polyethylene (PE-X) pipes



### NIBE AIR SOURCE & GROUND SOURCE HEAT PUMPS

- All NIBE heat pumps purchased through Nu-Heat carry a 7-year warranty.
- Heat pumpS must be commissioned by an MCS approved installer, serviced every year and the servicing/Benchmark documentation must be completed.
- The installer / homeowner must register the warranty through Nu-Heat within 28 days of installation.
- The warranty is only valid for appliances purchased and used in mainland Great Britain.
- Quality Standards Registered; ISO 9001:2000 – Quality; ISO 14001:2004 – Environmental Management.
- NIBE Heat Pump Certificates of Conformity (for EC directives) are available for Fighter 2040, 1145, 1245 and 1345.



### EnergyPro SOLAR THERMAL COLLECTOR

- Nu-Heat EnergyPro Solar Thermal Collectors have a 10-year parts warranty.
- The solar control station carries a 2-year parts warranty.

### ENERGYPRO CYLINDER

- Nu-Heat EnergyPro cylinders carry a 25-year parts warranty.
- Nu-Heat EnergyMaster HP cylinders for use with heat pumps have a 25-year warranty.
- EnergyMaster HPSD cylinders for use with heat pumps and private water supplies have a 5-year warranty.

All cylinders should be installed in accordance with the instructions in the *Installation Manual* and require a full service history.

