



KEY - Terms and Conditions

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- use the content of the Website for any commercial exploitation whatsoever.

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If you acquire any copyright or other intellectual property rights in the Website (whether by operation of law or otherwise), then you agree to assign those rights to us (including any rights you may have in user generated content that you submit through the Website) on a worldwide basis absolutely to the fullest extent permitted by law. You will also unconditionally and irrevocably waive any and all moral rights you acquire in or to the Website.

You further agree to execute all such documents and do all such acts and things as we may reasonably require in order to assign any such rights to us and to waive any moral rights you acquire in or to the Website.

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Changes to these Website Terms

We reserve the right to change and update these Website Terms from time to time and recommend that you revisit this page regularly to keep informed of the current Website Terms that apply to your use of the Website. By continuing to access, browse and use this Website, you will be deemed to have agreed to any changes or updates to our Website Terms.

What we collect

We may collect information such as the following:

- Name, address and job title
- Contact information including email address
- Company information - business users only
- Demographic information such as postcode, preferences and interests
- Product purchase and warranty information
- Other information relevant to customer surveys and/or offers or loyalty schemes

What we do with the information we gather & why

Personal data is processed on the Daikin KEY portal (key.daikin.co.uk) based on the legal ground of legitimate interest. Personal data (name, email address, phone number) is processed solely for the purpose of administrating user accounts including: for account validation and login purposes; account synchronisation to the Daikin Training Platform and Gemaco promotional merchandise shop; single sign on (once available) to my.daikin.co.uk, standbyme.daikin.co.uk and other associated platforms; for allocation of KEY points; reporting of account activity on the platform; so that Daikin administrators and sales staff can view KEY point balances and orders; and for support tasks delivered by ReallyB2B (our web development partner) when requested directly by Daikin UK. Your personal data will not be shared with any other 3rd parties or used by Daikin for direct



marketing, unless you have separately and actively consented to this. If you wish to see what personal data of yours is held on the Daikin KEY portal (key.daikin.co.uk) please see key.daikin.co.uk/my-profile. If you wish to have your data erased, rectified or restricted, or you object to this profiling, please contact key@daikin.co.uk. This explanation of how we use your data specifically on key.daikin.co.uk should be read in conjunction with Daikin's full Data Protection Policy. Please see: https://www.daikin.co.uk/en_gb/data-protection-policy.html which sets out the more generalised ways in which Daikin processes data."

Data Protection & GDPR

Daikin's data protection policy has been updated in line with the new General Data Protection Legislation. Please see: https://www.daikin.co.uk/en_gb/data-protection-policy.html. For clarification of key terms, please see https://www.daikin.co.uk/en_gb/key-terms-for-data-protection-policy.html.

Warranty

The Daikin UK End User warranty is subject to the following terms and conditions:

With your new Daikin Altherma heat pump, you will benefit from the market-leading heat pump for your home. To access expert back-up from Daikin UK should you ever need it, please register your warranty to be eligible for your exclusive parts and labour warranty. This document explains the Terms and Conditions of your exclusive warranty and your responsibilities.

1. Scope

This warranty applies only to Daikin Altherma air-water heat pumps (excluding Daikin Altherma FLEX Type) and Daikin Altherma Hybrid Heat Pump systems, and Daikin hot water cylinders sold by Daikin Airconditioning UK Ltd ("Daikin UK"), installed in the United Kingdom and commissioned by a Daikin Altherma trained engineer, according to the manufacturer's instructions. The installation must be registered with Daikin UK to be eligible. The warranty is for 3-years, or 5-years when installed and commissioned by a Daikin KEY Expert installer or where purchased separately directly from Daikin UK.

2. Contents of the Warranty

When registered with us, the Homeowner of the Daikin Altherma Heat Pump receives Daikin UK's End User Warranty ("EUW") on the Product, subject to the conditions (i. ii, iii.) below for a period of 3 or 5 years from commissioning, or up to an additional 6 months from the date of delivery to the premises of the installation, whichever is the shorter ("Warranty Period").

During the Warranty Period, Daikin UK will repair or replace the parts and/or components of the Product which are covered by the warranty at our discretion so that it can ensure its conformity with Product manufacturer's specifications.



We reserve the right to charge for and inspect the Product at the premises before any warranty work is carried out. The labour costs associated with replacing parts/components which are covered by the warranty, will be borne by Daikin UK. Parts which are not included in the warranty include any pipework, connections or any other ancillary equipment connected to the Product.

We will take ownership of any parts/components and/or Product which are replaced and removed, under this warranty.

i. Commissioning

The Product must be installed, commissioned and maintained by a Daikin Altherma trained engineer or by Daikin UK authorised personnel. Gas appliances must be installed, commissioned and maintained by a GAS SAFE registered engineer.

The Daikin heat pump commissioning sheet and MCS Commissioning Certificate must be completed and signed by the commissioning engineer, and retained for future inspection. If the product has not been suitably commissioned, the warranty will be invalidated.

ii. Maintenance

The Daikin Altherma heat pump must be regularly maintained in accordance with the manufacturers' instructions by a Daikin trained maintenance company. The gas boiler must be maintained by a GAS SAFE registered engineer. The Heat Pump Logbook and Benchmark Logbook (for gas appliances) must be completed and maintenance records must be retained for inspection by Daikin UK prior to any warranty work. If the appliance has not been suitably maintained, the warranty will be invalidated.

iii. Activating your warranty

The warranty must be registered and activated with Daikin UK within 30 days of commissioning. If the product is not registered, we reserve the right to limit the warranty to a period of 3-years parts only, and in this case will charge for any associated labour costs to visit and repair/replace components.

The installation can be registered in any of the following ways

- online https://www.daikin.co.uk/en_gb/customers/support/domestic-warranty.html or
- by returning the completed Warranty Registration Form delivered with the appliance using the prepaid envelope provided
- or by telephoning 0845 641 9 000

3. How to claim under this warranty?

It is important to first identify that there is a fault with the product before making a claim under this warranty.



In the event of breakdown or malfunction of your heat pump, you may contact any of the following to identify the reasons for the fault : the original installer, a Daikin-trained installer or Daikin UK. Before proceeding, you may wish to check the first available date for the inspection visit.

If you would like us to visit and identify reasons for the fault, we will charge you for any reasonable costs incurred where no fault is found with the Product. All visits which are related to the installation or external system faults will be charged, and our current fees and costs are shown on our website.

Once a product fault has been confirmed by your original installer or Daikin-trained installer, then please contact us with full details including the serial number, to arrange a visit to repair the heat pump.

The householder must provide our representative safe, free and easy access to the Product for warranty work to be carried out. You will be responsible for any costs if we need to arrange any special equipment for safe access.

4. Liability disclaimer

- DAIKIN UK shall not be liable for any special, indirect, consequential or economic loss, howsoever arising from any defects affecting the Product or from any delay in repairing or replacing the Product;
- DAIKIN UK will NOT be liable in any event in providing this warranty, for (including, but not exclusively):
 - any fault or costs of repair resulting from:
 - incorrect selection of the equipment, including defective design and/or application,
 - incorrect installation, inappropriate or unperformed commissioning,
 - inappropriate maintenance or neglect, accidental and/ or deliberate damage, misuse, normal wear and tear and
 - any unauthorised alteration or repair;
 - faults or costs resulting from external sources anomalies such as lack of (or excessive) power supply, insufficient water, water/air contamination, scale formation and any other elements outside DAIKIN UK's reasonable control or responsibility;
 - the repair or replacement of any relevant Product consumables and the costs of any ordinary Product maintenance, and
 - costs and/or faults resulting from any other use but the domestic purpose the Products are intended for.

5. Limitation of the Warranty

- Under no circumstances shall any replacement parts provided and/or any warranty work performed lead to an extension of the Warranty Period.



- This Warranty may be transferred to a new Householder, for the remaining Warranty Period provided that the Product is not removed from the original installation address.
- This Warranty is intended to assist the non-commercial and personal user of the Products for proper use in accordance with Product manufacturer’s specification, and does not affect the Householder statutory rights.

Daikin UK reserve the right to update this warranty (and its terms and conditions), from time to time, without notice.

Daikin Airconditioning UK Ltd, The Heights, Brooklands, Weybridge, Surrey KT13 0NY Tel: 0845 6419 275 Fax: 0845 6419229

Registered in England and Wales. Registered Number 04616794

[To view our full Daikin Altherma warranty please click here.](#)

[To view our full Daikin Boiler end user warranty, please click here.](#)

1. Member eligibility

1.1 The Daikin UK Key Installer Scheme and the three tiers within it are open to people fulfilling the following criteria:

Key Installer Scheme	Installer	Specialist	Expert
Criteria			
Annual sales value per FY	No minimum	No minimum	£30,000
Eligibility			
Gas safe certified		✓ (where applicable)	✓ (where applicable)
MCS certified		✓ (where applicable)	✓
F Gas certified (company level)		✓ (own or sub-contractor)	✓
Free Daikin training (to join tier)	Certified to install gas boilers	1 course on Daikin heat pump technology	3 technology courses from: Hybrid HT LT Flex Mono
Free Daikin training (to maintain membership)		1 course	2 courses



1.2 Employees of Daikin UK stockists and merchants and distributors, or employees and contractors of major energy suppliers are not eligible to participate.

1.3 Employees and agents of Daikin UK and its affiliates and subsidiaries and parent company, and such employees and agents' immediate families (spouse, parent, child or sibling) are not eligible to participate in the scheme.

2. Registration

2.1 Registration to the Daikin Key Installer Scheme can be made via two channels; either (a) an application form online at www.daikin-key.co.uk or (b) a paper based registration at selected special events and exhibitions only. Membership of the Key Installer Scheme is limited to a maximum of one account per email address.

2.2 To register successfully via either channel you must fulfil the criteria set out in 1. Member Eligibility

2.3 Usernames and passwords to access the member's area of the online KEY platform will be delivered on verification of valid Gas Safe, MCS and F Gas certificates.

2.4 Membership of KEY is free of charge to all members.

2.5 It is important that members contact details are kept up to date in order that Daikin UK can operate the Key Installer Scheme effectively. Members are encouraged to keep details up to date via the Key Installer Scheme online account management. Members can also update their details by calling the Key Installer Scheme Administrator on 08456419000 between the hours of 9:30am and 4:00pm, Monday to Friday or by emailing key@daikin.co.uk.

2.6 Daikin UK shall not be liable for any unauthorised use or access to members' (a) purchase and purchase history; (b) rewards/points; or (c) account information; and members are strongly advised to keep their account security details safe and secure. No compensation request will be accepted by Daikin UK

3. Rewards

3.0 Daikin UK offers rewards/points to KEY members with Expert or Specialist status on all products listed below (point 3.9). Daikin UK offer KEY Installers points on boiler purchases only.

3.1 Daikin UK reserves the right to (a) alter the products included or excluded from the Key Installer Scheme; (b) to alter products on which points may be redeemed; (c) to alter the amount of purchases required to earn points; and (d) alter the number of points per purchase frequency and/or purchase value/quantity.

3.2 Daikin UK reserves the right to offer bonuses or special offers on certain products as selected by Daikin UK from time to time and at Daikin UK's discretion.

3.3 Daikin UK's Key Installer Scheme redeemers agree:

(a) to use the reward(s) for his/her own personal private use and not to use it for any commercial purpose, whether for a fee or otherwise, or to distribute it commercially;



(b) not to use the reward(s) for any fraudulent, criminal or unlawful purpose;

(c) not to infringe either Daikin UK's or any other person's intellectual property rights, including but not limited to copyright, in the reward(s) and not to delete or amend any copyright or other proprietary notices which may appear therein/on;

(d) not to use the reward(s) in any way which Daikin UK's, in its absolute discretion, considers objectionable, injurious to its brand or reputation or otherwise unacceptable.

3.4 Reward(s) will be sent via post to the registered members' postal or email address provided. All postage costs will be paid by Daikin UK.

3.5 Daikin UK's liability under or in connection with the scheme or these terms and conditions shall be limited to the value of one reward (based on the average value of all rewards awarded).

3.6 Daikin UK's not be liable for any losses, taxes, liabilities or inconvenience suffered by any member as a result of these terms and conditions, entering into the scheme or using a reward except that Daikin UK's does not exclude or limit its liability for death or personal injury caused by its negligence, fraudulent misrepresentation or any other liability to the extent that such liability cannot be excluded or limited under applicable law or regulation.

3.7 Daikin UK's does not accept responsibility for any event which may cause the scheme to be disrupted or corrupted.

3.8 Daikin UK will allocate points based on invoiced purchases via two channels (a) Directly from Daikin UK and (b) Indirectly via one of our approved wholesalers. Points for invoiced purchases made directly from Daikin UK (3.8a) will be based on the below table and no further action after purchasing will be required to have these points added to your account. Points for purchases made from a Daikin approved wholesaler (3.8b) will require you to register the product for a warranty in order to have the points added to your account. The value of the points per product are indicated in the below table. Daikin UK reserves the right to change the points value of products along with actual products within the scheme at any given time.

3.9 The products eligible for points and their points value are listed below.

Altherma LT Split =350 points (outdoor unit only)				
	Part Number	Material Number	Description	User Friendly Name
Outdoor Unit	ERLQ004CV 3	ERLQ004C AV3	4kW / 1-phase / 230V	Daikin Altherma LT Split 4kW
	ERLQ006CV 3	ERLQ006C AV3	6kW / 1-phase / 230V	Daikin Altherma LT Split 6kW
	ERLQ008CV 3	ERLQ008C AV3	8kW / 1-phase / 230V	Daikin Altherma LT Split 8kW
	ERLQ011CV 3	ERLQ011C AV3	11kW / 1-phase / 230V	Daikin Altherma LT Split 11kW

	ERLQ014CV 3	ERLQ014C AV3	14kW / 1-phase / 230V	Daikin Altherma LT Split 14kW
	ERLQ016CV 3	ERLQ016C AV3	16kW / 1-phase / 230V	Daikin Altherma LT Split 16kW
	ERLQ011C W1	ERLQ011C AW1	11kW / 3-phase / 400V	Daikin Altherma LT Split 11kW (3-ph)
	ERLQ014C W1	ERLQ014C AW1	14kW / 3-phase / 400V	Daikin Altherma LT Split 14kW (3-ph)
	ERLQ016C W1	ERLQ016C AW1	16kW / 3-phase / 400V	Daikin Altherma LT Split 16kW (3-ph)
	ERGA04DV A	ERGA04D AVA3	R32 4kW / 1-phase / 230V	Daikin Altherma R32 Split 4kW
	ERGA06DV A	ERGA06D AVA3	R32 6kW / 1-phase / 230V	Daikin Altherma R32 Split 6kW
	ERGA08DV A	ERGA08D AVA3	R32 8kW / 1-phase / 230V	Daikin Altherma R32 Split 8kW
Indoor Unit	Heating only			
	EHBH04C3V	EHBH04CA 3V	For 4kW OU (ERLQ004)	Daikin Altherma LT Split indoor (4kW)
	EHBH08C3V	EHBH08CA 3V	For 6-8kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (6-8kW)
	EHBH08C9 W	EHBH08CA 9W	For 6-8kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (6-8kW) 3/6/9kW
	EHBH16C3V	EHBH16CA 3V	For 11-16kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW)
	EHBH16C9 W	EHBH16CA 9W	For 11-16kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW) 3/6/9kW
	EHBH04CB3 V	EHBH04CB 3V	For 4kW OU (ERLQ004)	Daikin Altherma LT Split indoor (4kW)
	EHBH08CB3 V	EHBH08CB 3V	For 6-8kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (6-8kW)
	EHBH08CB9 W	EHBH08CB 9W	For 6-8kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (6-8kW) 3/6/9kW
	EHBH11CB3 V	EHBH11CB 3V	For 11kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW)

	EHBH11CB9 W	EHBH11CB 9W	For 11kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW) 3/6/9kW
	EHBH16CB3 V	EHBH16CB 3V	For 14-16kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW)
	EHBH16CB9 W	EHBH16CB 9W	For 14-16kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW) 3/6/9kW
	EHVH04SU1 8CB6W	EHVH04SU 18CB6W	For 4kW OU (ERLQ004)	Daikin Altherma LT Split Floor Standing (4kW - 180l)
	EHVH08SU1 8CB6W	EHVH08SU 18CB6W	For 6-8kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Split Floor Standing (6-8kW - 180l)
	EHVH08SU2 6CB6W	EHVH08SU 26CB6W	For 6-8kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Split Floor Standing (6-8kW - 260l)
	EHVH11SU2 6CB6W	EHVH11SU 26CB6W	For 11kW / 1-phase OU (ERLQ011)	Daikin Altherma LT Split Floor Standing (11kW - 260l)
	EHVH16SU2 6CB6W	EHVH16SU 26CB6W	For 14-16kW / 1-phase OU (ERLQ014-16)	Daikin Altherma LT Split Floor Standing (14-16kW - 260l)
	EHSH04P30 B	EHSH04P3 0BA	For 4kW OU (ERLQ004)	Daikin Altherma LT Solar Unit (4kW - 300l) - Drainback
	EHSH08P30 B	EHSH08P3 0BA	For 6-8kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Solar Unit (6- 8kW - 300l) - Drainback
	EHSH08P50 B	EHSH08P5 0BA	For 6-8kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Solar Unit (6- 8kW - 500l) - Drainback
	EHSH16P50 B	EHSH16P5 0BA	For 11-16kW / 1-phase OU (ERLQ014-16)	Daikin Altherma LT Solar Unit (11- 16kW - 500l) - Drainback
	EHSHB04P3 OB	EHSHB04P 30BA	For 4kW OU (ERLQ004)	Daikin Altherma LT Solar Unit (4kW - 300l) - Pressurised
	EHSHB08P3 OB	EHSHB08P 30BA	For 6-8kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Solar Unit (6- 8kW - 300l) - Pressurised
	EHSHB08P5 OB	EHSHB08P 50BA	For 6-8kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Solar Unit (6- 8kW - 500l) - Pressurised
	EHSHB16P5 OB	EHSHB16P 50BA	For 11-16kW / 1-phase OU (ERLQ014-16)	Daikin Altherma LT Solar Unit (11- 16kW - 500l) - Pressurised
	EBBH04D6 V	EBBH04D A6V	For 4kW R32 OU (ERGA04)	Daikin Altherma LT Split indoor (R32 4kW)
	EBBH08D6 V	EBBH08D A6V	For 6-8kW R32 OU (ERGA06-8)	Daikin Altherma LT Split indoor (R32 6-8kW)



	Heating/Cooling only			
	EHBX04C3V	EHBX04CA3V	For 4kW OU (ERLQ004)	Daikin Altherma LT Split indoor (4kW) heat/cool
	EHBX08C3V	EHBX08CA3V	For 6-8kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Split indoor (6-8kW) heat/cool
	EHBX08C9W	EHBX08CA9W	For 6-8kW / 3-phase OU (ERLQ006-8)	Daikin Altherma LT Split indoor (6-8kW) 3/6/9kW heat/cool
	EHBX16C3V	EHBX16CA3V	For 11-16kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW) heat/cool
	EHBX16C9W	EHBX16CA9W	For 11-16kW / 3-phase OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW) 3/6/9kW heat/cool
	EHBX04CB3V	EHBX04CB3V	For 4kW OU (ERLQ004)	Daikin Altherma LT Split indoor (4kW) heat/cool
	EHBX08CB3V	EHBX08CB3V	For 6-8kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Split indoor (6-8kW) heat/cool
	EHBX08CB9W	EHBX08CB9W	For 6-8kW / 3-phase OU (ERLQ006-8)	Daikin Altherma LT Split indoor (6-8kW) 3/6/9kW heat/cool
	EHBX11CB3V	EHBX11CB3V	For 11-16kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW) heat/cool
	EHBX11CB9W	EHBX11CB9W	For 11-16kW / 3-phase OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW) 3/6/9kW heat/cool
	EHBX16CB3V	EHBX16CB3V	For 11-16kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW) heat/cool
	EHBX16CB9W	EHBX16CB9W	For 11-16kW / 3-phase OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW) 3/6/9kW heat/cool
	EHBX04D6V	EHBX04DA6V	For 4kW R32 OU (ERGA04)	Daikin Altherma LT Split indoor (R32 4kW) heat/cool
	EHBX08D6V	EHBX08DA6V	For 6-8kW R32 OU (ERGA06-8)	Daikin Altherma LT Split indoor (R32 6-8kW) heat/cool
Altherma Monobloc (Current) = 240 points (outdoor unit only)				
	Part Number	Material Number	Description	User Friendly Name
Outdoor Unit	EBHQ006BBV3	EBHQ006BBV3	6kW / 1-phase / 230V	Daikin Altherma Monobloc 6kW

	EBHQ008BB V3	EBHQ008B BV3	8kW / 1-phase / 230V	Daikin Altherma Monobloc 8kW
	Heating only			
	EDHQ011B B6V3	EDHQ011 BB6V3	11kW / 1-phase / 230V	Daikin Altherma Monobloc 11kW
	EDHQ014B B6V3	EDHQ014 BB6V3	14kW / 1-phase / 230V	Daikin Altherma Monobloc 14kW
	EDHQ016B B6V3	EDHQ016 BB6V3	16kW / 1-phase / 230V	Daikin Altherma Monobloc 16kW
	EDHQ011B B6W1	EDHQ011 BB6W1	11kW / 3-phase / 400V	Daikin Altherma Monobloc 11kW (3 phase)
	EDHQ014B B6W1	EDHQ014 BB6W1	14kW / 3-phase / 400V	Daikin Altherma Monobloc 14kW (3 phase)
	EDHQ016B B6W1	EDHQ016 BB6W1	16kW / 3-phase / 400V	Daikin Altherma Monobloc 16kW (3 phase)
	Heating/Co oling only			
	EBHQ011BB 6V3	EBHQ011B B6V3	11kW / 1-phase / 230V	Daikin Altherma Monobloc 11kW heat/cool
	EBHQ014BB 6V3	EBHQ014B B6V3	14kW / 1-phase / 230V	Daikin Altherma Monobloc 14kW heat/cool
	EBHQ016BB 6V3	EBHQ016B B6V3	16kW / 1-phase / 230V	Daikin Altherma Monobloc 16kW heat/cool
	EBHQ011BB 6W1	EBHQ011B B6W1	11kW / 3-phase / 400V	Daikin Altherma Monobloc 11kW (3 phase) heat/cool
	EBHQ014BB 6W1	EBHQ014B B6W1	14kW / 3-phase / 400V	Daikin Altherma Monobloc 14kW (3 phase) heat/cool
	EBHQ016BB 6W1	EBHQ016B B6W1	16kW / 3-phase / 400V	Daikin Altherma Monobloc 16kW (3 phase) heat/cool
Contro l Box	EKCBH008B CV3	EKCBH008 BCV3	Heating only	Daikin Altherma Monobloc wiring centre
	EKCBX008B CV3	EKCBX008 BCV3	Heating/Cooling only	Daikin Altherma Monobloc wiring centre (heat/cool)
Altherma Monobloc (from June 2015) = 240 points - (outdoor unit only)				



	Part Number	Material Number	Description	User Friendly Name
Outdoor Unit	EDLQ05CV3	EDLQ05CA V3	5kW / 1-phase / 230V	Daikin Altherma Monobloc 5kW
	EDLQ07CV3	EDLQ07CA V3	7kW / 1-phase / 230V	Daikin Altherma Monobloc 7kW
	EDLQ05CV3 U	EDLQ05CA V3U	5kW / 1-phase / 230V	Daikin Altherma Monobloc 5kW
	EDLQ07CV3 U	EDLQ07CA V3U	7kW / 1-phase / 230V	Daikin Altherma Monobloc 7kW
Control Box	EKCB07CV3	EKCB07CA V3	5&7kW wiring centre	Daikin Altherma Monobloc wiring centre

Hybrid =380 points (outdoor unit only)

	Part Number	Material Number	Description	User Friendly Name
Outdoor Unit	EVLQ05CV3	EVLQ05CA V3	5kW / 1-Phase / 230V	Daikin Altherma Hybrid 5kW
	EVLQ08CV3	EVLQ08CA V3	8kW / 1-Phase / 230V	Daikin Altherma Hybrid 8kW
Indoor Unit	EHYHBH05 AV32	EHYHBH05 AAV32	5kW / 1-Phase / 230V	Daikin Altherma Hybrid 5kW indoor
	EHYHBH08 AV32	EHYHBH08 AAV32	8kW / 1-Phase / 230V	Daikin Altherma Hybrid 8kW indoor
Boiler	EHYKOMB3 3AA2	EHYKOMB 33AA2	33/27kW	Daikin Altherma Hybrid boiler

Altherma HT = 900points (outdoor unit only)

	Part Number		Description	User Friendly Name
Outdoor Unit	ERSQ011AV 1	ERSQ011A AV1	11kW / 1-phase / 230V	Daikin Altherma High Temperature 11kW
	ERSQ014AV 1	ERSQ014A AV1	14kW / 1-phase / 230V	Daikin Altherma High Temperature 14kW
	ERSQ016AV 1	ERSQ016A AV1	16kW / 1-phase / 230V	Daikin Altherma High Temperature 16kW



	ERSQ011AY 1	ERSQ011A AY1	11kW / 3-phase / 400V	Daikin Altherma High Temperature 11kW (3 phase)
	ERSQ014AY 1	ERSQ014A AY1	14kW / 3-phase / 400V	Daikin Altherma High Temperature 14kW (3 phase)
	ERSQ016AY 1	ERSQ016A AY1	16kW / 3-phase / 400V	Daikin Altherma High Temperature 16kW (3 phase)
Indoor Unit	EKHBRD011 ACV1	EKHBRD01 1ACV1	for 11kW / 1-phase OU (ERSQ011)	Daikin Altherma High Temperature indoor (11kW)
	EKHBRD014 ACV1	EKHBRD01 4ACV1	for 14kW / 1-phase OU (ERSQ014)	Daikin Altherma High Temperature indoor (14kW)
	EKHBRD016 ACV1	EKHBRD01 6ACV1	for 16kW / 1-phase OU (ERSQ016)	Daikin Altherma High Temperature indoor (16kW)
	EKHBRD011 ACY1	EKHBRD01 1ACY1	for 11kW / 3-phase OU (ERSQ011)	Daikin Altherma High Temperature indoor (11kW) 3-ph
	EKHBRD014 ACY1	EKHBRD01 4ACY1	for 14kW / 3-phase OU (ERSQ014)	Daikin Altherma High Temperature indoor (14kW) 3-ph
	EKHBRD016 ACY1	EKHBRD01 6ACY1	for 16kW / 3-phase OU (ERSQ016)	Daikin Altherma High Temperature indoor (16kW) 3-ph
	EKHBRD011 ADV1	EKHBRD01 1ADV1	for 11kW / 1-phase OU (ERSQ011)	Daikin Altherma High Temperature indoor (11kW)
	EKHBRD014 ADV1	EKHBRD01 4ADV1	for 14kW / 1-phase OU (ERSQ014)	Daikin Altherma High Temperature indoor (14kW)
	EKHBRD016 ADV1	EKHBRD01 6ADV1	for 16kW / 1-phase OU (ERSQ016)	Daikin Altherma High Temperature indoor (16kW)
	EKHBRD011 ADY1	EKHBRD01 1ADY1	for 11kW / 3-phase OU (ERSQ011)	Daikin Altherma High Temperature indoor (11kW) 3-ph
	EKHBRD014 ADY1	EKHBRD01 4ADY1	for 14kW / 3-phase OU (ERSQ014)	Daikin Altherma High Temperature indoor (14kW) 3-ph
	EKHBRD016 ADY1	EKHBRD01 6ADY1	for 16kW / 3-phase OU (ERSQ016)	Daikin Altherma High Temperature indoor (16kW) 3-ph
	EKHBRD011 ADV17	EKHBRD01 1ADV17	for 11kW / 1-phase OU (ERSQ011)	Daikin Altherma High Temperature indoor (11kW)
	EKHBRD014 ADV17	EKHBRD01 4ADV17	for 14kW / 1-phase OU (ERSQ014)	Daikin Altherma High Temperature indoor (14kW)
	EKHBRD016 ADV17	EKHBRD01 6ADV17	for 16kW / 1-phase OU (ERSQ016)	Daikin Altherma High Temperature indoor (16kW)



	EKHBRD011 ADY17	EKHBRD01 1ADY17	for 11kW / 3-phase OU (ERSQ011)	Daikin Altherma High Temperature indoor (11kW) 3-ph
	EKHBRD014 ADY17	EKHBRD01 4ADY17	for 14kW / 3-phase OU (ERSQ014)	Daikin Altherma High Temperature indoor (14kW) 3-ph
	EKHBRD016 ADY17	EKHBRD01 6ADY17	for 16kW / 3-phase OU (ERSQ016)	Daikin Altherma High Temperature indoor (16kW) 3-ph

Tanks =80 points

	Part Number	Material Number	Description	User Friendly Name
LT	EKHWSU15 0B3V3	EKHWSU1 50B3V3	150 litre unvented cylinder	Daikin Cylinder LT 150l
	EKHWSU20 0B3V3	EKHWSU2 00B3V3	200 litre unvented cylinder	Daikin Cylinder LT 200l
	EKHWSU30 0B3V3	EKHWSU3 00B3V3	300 litre unvented cylinder	Daikin Cylinder LT 300l
HT	EKHTSU200 AC	EKHTSU20 0AC	200 litre unvented cylinder	Daikin Cylinder HT 200l
	EKHTSU260 AC	EKHTSU26 0AC	260 litre unvented cylinder	Daikin Cylinder HT 260l
therma l store	EKHWP300 B	EKHWP30 0B	Thermal store (300 litre) - drainback solar	Daikin Thermal Store 300l
therma l store	EKHWP500 B	EKHWP50 0B	Thermal store (500 litre) - drainback solar	Daikin Thermal Store 500l
therma l store	165204	165204	SANICUBE SCS 328/14/0-DB	Rotex SANICUBE SCS 328/14/0- DB
therma l store	165202	165202	SANICUBE SC 538/16/0	Rotex SANICUBE SC 538/16/0
therma l store	165203	165203	SANICUBE SC 538/16/16	Rotex SANICUBE SC 538/16/16
therma l store	140560	140560	HYBRIDCUBE HYC 544/19/0-DB	Rotex HYC 544/19/0-DB
therma l store	140562	140562	HYBRIDCUBE HYC 544/32/0-DB	Rotex HYC 544/32/0-DB
therma l store	140553	140553	HYBRIDCUBE HYC 343/19/0-DB	Rotex HYC 343/19/0-DB



therma l store	165206	165206	SANICUBE-SOLARIS SCS 538/16/0-DB	Rotex SANICUBE SCS 538/16/0-DB
therma l store	165208	165208	SANICUBE-SOLARIS SCS 538/16/16-DB	Rotex SANICUBE SCS 538/16/16-DB
therma l store	165207	165207	SANICUBE-SOLARIS SCS 538/16/0-P	Rotex SANICUBE SCS 538/16/0-P
therma l store	165209	165209	SANICUBE-SOLARIS SCS 538/16/16-P	Rotex SANICUBE SCS 538/16/16-P
therma l store	165205	165205	SANICUBE SCS 328/14/0-P	Rotex SANICUBE SCS 328/14/0-P
therma l store	140554	140554	HYBRIDCUBE HYC 343/19/0-P	Rotex HYC 343/19/0-P
therma l store	140561	140561	HYBRIDCUBE HYC544/1 9/0-P	Rotex HYC 544/19/0-P
therma l store	140563	140563	HYBRIDCUBE HYC544/32/0-P	Rotex HYC544/32/0-P
LT	EKHWSU15 0D3V3	EKHWSU1 50D3V3	150 litre unvented cylinder	Daikin Cylinder LT 150l
	EKHWSU18 0D3V3	EKHWSU1 80D3V3	180 litre unvented cylinder	Daikin Cylinder LT 180l
	EKHWSU20 0D3V3	EKHWSU2 00D3V3	210 litre unvented cylinder	Daikin Cylinder LT 200l
	EKHWSU25 0D3V3	EKHWSU2 50D3V3	200 litre unvented cylinder	Daikin Cylinder LT 250l
	EKHWSU30 0D3V3	EKHWSU3 00D3V3	300 litre unvented cylinder	Daikin Cylinder LT 300l
Solar Thermal = 150 points				
	Part Number	Material Number	Description	User Friendly Name
Vertica l	EKSV26P	EKSV26P	Vertical panel 2.35m ²	Daikin Solar Thermal Panel V26
	EKSV21P	EKSV21P	Vertical panel 1.79m ²	Daikin Solar Thermal Panel V21
	EKSV26P	EKSV26P1	Vertical panel 2.35m ²	Daikin Solar Thermal Panel V26



	EKSV21P	EKSV21P1	Vertical panel 1.79m ²	Daikin Solar Thermal Panel V21
Horizontal	EKSH26P	EKSH26P	Horizontal panel 2.35m ²	Daikin Solar Thermal Panel H26
	EKSH26P	EKSH26P1	Horizontal panel 2.35m ²	Daikin Solar Thermal Panel H26

GCU =270 points

	Part Number	Material Number	Description	User Friendly Name
300	157401	157401	300 litre / 15kW	Rotex GCU 15kW / 300l
	157402	157402	300 litre / 15kW / Bivalent	Rotex GCU 15kW / 300 BIV
	157409	157409	300 litre / 24kW	Rotex GCU 24kW / 300l
	157408	157408	300 litre / 24kW / Bivalent	Rotex GCU 24kW / 300l BIV
500	157403	157403	500 litre / 15kW	Rotex GCU 15kW / 500l
	157404	157404	500 litre / 15kW / Bivalent	Rotex GCU 15kW / 500l BIV
	157410	157410	500 litre / 24kW	Rotex GCU 24kW / 500l
	157406	157406	500 litre / 24kW / Bivalent	Rotex GCU 24kW / 500l BIV
	157405	157405	500 litre / 33kW	Rotex GCU 33kW / 500l
	157407	157407	500 litre / 33kW / Bivalent	Rotex GCU 33kW / 500l BIV
GCU II 300	D2U30GC020A	D2U30GC020AA	GCU II 320	Daikin GCU 20kW / 300l
	D2U30GB020A	D2U30GB020AA	GCU II 320 Bivalent	Daikin GCU 20kW / 300l BIV
GCU II 500	D2U50GC024A	D2U50GC024AA	GCU II 524	Daikin GCU 24kW / 500l
	D2U50GB024A	D2U50GB024AA	GCU II 524 Bivalent	Daikin GCU 24kW / 500l BIV
	D2U50GC028A	D2U50GC028AA	GCU II 528	Daikin GCU 28kW / 500l



	D2U50GB02 8A	D2U50GB 028AA	GCU II 528 Bivalent	Daikin GCU 28kW / 500I BIV
Altherma Flex = 800 points				
FLEX will count towards value since sales are only direct and value will be added to the points on daily sales report when uploaded				
	Part Number	Material Number	Description	User Friendly Name
Outdoor or Unit	EMRQ8A	EMRQ8AA Y1	22.4kW / 3-phase / 400V	Daikin Altherma Flex
	EMRQ10A	EMRQ10A AY1	28.0kW / 3-phase / 400V	Daikin Altherma Flex
	EMRQ12A	EMRQ12A AY1	33.6kW / 3-phase / 400V	Daikin Altherma Flex
	EMRQ14A	EMRQ14A AY1	39.2kW / 3-phase / 400V	Daikin Altherma Flex
	EMRQ16A	EMRQ16A AY1	44.8kW / 3-phase / 400V	Daikin Altherma Flex
Indoor Unit	Heating only			
	EKHVMRD5 0A	EKHVMRD 50AAV1	5.6kW / 1-phase / 230V	Daikin Altherma Flex
	EKHVMRD8 0A	EKHVMRD 80AAV1	9kW / 1-phase / 230V	Daikin Altherma Flex
	EKHVMRD5 0AB	EKHVMRD 50ABV1	5.6kW / 1-phase / 230V	Daikin Altherma Flex
	EKHVMRD8 0AB	EKHVMRD 80ABV1	9kW / 1-phase / 230V	Daikin Altherma Flex
	EKHBRD011 ACV1	EKHBRD01 1ACV1	11kW / 1-phase / 230V	Daikin Altherma Flex
	EKHBRD014 ACV1	EKHBRD01 4ACV1	14kW / 1-phase / 230V	Daikin Altherma Flex
	EKHBRD016 ACV1	EKHBRD01 6ACV1	16kW / 1-phase / 230V	Daikin Altherma Flex



	EKHBRD011 ACY1	EKHBRD01 1ACY1	11kW / 3-phase / 400V	Daikin Altherma Flex
	EKHBRD014 ACY1	EKHBRD01 4ACY1	14kW / 3-phase / 400V	Daikin Altherma Flex
	EKHBRD016 ACY1	EKHBRD01 6ACY1	16kW / 3-phase / 400V	Daikin Altherma Flex
	EKHBRD011 ADV1	EKHBRD01 1ADV1	for 11kW / 1-phase OU (ERSQ011)	Daikin Altherma Flex
	EKHBRD014 ADV1	EKHBRD01 4ADV1	for 14kW / 1-phase OU (ERSQ014)	Daikin Altherma Flex
	EKHBRD016 ADV1	EKHBRD01 6ADV1	for 16kW / 1-phase OU (ERSQ016)	Daikin Altherma Flex
	EKHBRD011 ADY1	EKHBRD01 1ADY1	for 11kW / 3-phase OU (ERSQ011)	Daikin Altherma Flex
	EKHBRD014 ADY1	EKHBRD01 4ADY1	for 14kW / 3-phase OU (ERSQ014)	Daikin Altherma Flex
	EKHBRD016 ADY1	EKHBRD01 6ADY1	for 16kW / 3-phase OU (ERSQ016)	Daikin Altherma Flex
	Heating/Co oling only			
	EKHVMYD5 0A	EKHVMYD 50AAV1	5.6kW / 1-phase / 230V	Daikin Altherma Flex
	EKHVMYD8 0A	EKHVMYD 80AAV1	9.0kW / 1-phase / 230V	Daikin Altherma Flex
	EKHVMYD5 0AB	EKHVMYD 50ABV1	5.6kW / 1-phase / 230V	Daikin Altherma Flex
	EKHVMYD8 0AB	EKHVMYD 80ABV1	9.0kW / 1-phase / 230V	Daikin Altherma Flex
Daikin Wall Hung Boiler = 60 points				
	Part Number	Material Number	Description	User Friendly Name
WH Boiler	EKOMBGU2 2AAV1	EKOMBGU 22A	22kW Wall Hung Boiler	Daikin Wall Hung Boiler
	EKOMBGU2 8AAV1	EKOMBGU 28A	28kW Wall Hung Boiler	Daikin Wall Hung Boiler
	EKOMBGU3 3AAV1	EKOMBGU 33A	33kW Wall Hung Boiler	Daikin Wall Hung Boiler



	D2CND024 A4AA	D2CND024 A4A	24kW D2C Wall Hung Boiler	Daikin D2C Boiler
	D2CND028 A4AA	D2CND028 A4A	28kW D2C Wall Hung Boiler	Daikin D2C Boiler
	D2CND035 A4AA	D2CND035 A4A	35kW D2C Wall Hung Boiler	Daikin D2C Boiler

4. Making reward(s) redemptions

4.1 Only verified Daikin UK's members are entitled to access and make redemption(s) on the online member's area of Daikin's Key Installer Scheme.

4.2 Purchases will be validated at point of reward redemption for eligibility. Only verified product purchases will be accepted.

4.3 No cash alternative to the reward(s) is available, nor can the reward(s) be exchanged for an alternative reward. Where the reward(s) becomes unavailable for whatever reason, Daikin UK reserves the right to substitute that reward for a reward of equal or higher value.

4.4 Eligible purchases expire at 23:59 on 31st March in the following year after the financial year in which they were acquired, or the duration of the Daikin's Key Installer Scheme whichever is shorter. For example, any points earned between 1 April 2015 and 31 March 2016 will expire at 23:59 on 31st March 2017.

4.5 Members shall not transfer or exchange eligible purchase(s) or reward(s) between his/her various member accounts, or with other members.

5. Terminations, limitations or suspensions

5.1 Daikin UK reserves the right to cancel, terminate, modify or suspend the scheme or these terms and conditions at any time and for any reason, either in whole or in part, with or without notice.

5.2 Daikin UK reserves the right to withdraw or cancel the rewards, including the issue and redemption of such, and/or terminate the Key Installer Scheme. In this event, the member's current purchase history shall remain available for a period of 30 days after which time, they will be cancelled and the members Installers' Club account(s) closed. A Key Installer Scheme member may terminate his/her account at any time.

5.3 If members breach these terms, or if Daikin UK reasonably believes that members have breached these terms and/or abused the Key Installer Scheme member account(s) may be terminated, any eligible purchases made but not used for reward redemption may be cancelled and the Key Installer Scheme closed without prior notice. Daikin UK reserves the right to take any action deemed necessary where a member is found to have abused the Key Installer Scheme.



6. General Information

6.1 The promoter of this loyalty scheme is Daikin UK, whose registered office is at Daikin Airconditioning UK Ltd, 1, The Heights, Brooklands, Weybridge, Surrey, KT13 0NY

6.2 These terms and conditions and the contractual and non-contractual obligations arising from or relating to them are governed by English law and any dispute arising out of or in connection with them will be subject to the non-exclusive jurisdiction of the English courts.

6.3 Daikin UK operates a complaints handling procedure, which is used to try to resolve disputes when they first arise. If members have a complaint with the Key Installers' Scheme, please contact Daikin Marketing at the following address: Daikin UK, 1, The Heights, Brooklands, Weybridge, Surrey, KT13 0NY

6.4 Key Installer Scheme members can request the closure of their account by emailing marketing@daikin.co.uk or writing to the following address: Key Installer Scheme Administrator, 1, The Heights, Brooklands, Weybridge, Surrey, KT13 0NY