



Sustainable Home Network (SHN)

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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 SHN portal (sustainablehomenetwork.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 3rd party



promotional merchandise providers; single sign on to my.daikin.co.uk, standbyme.daikin.co.uk and other associated platforms; for allocation of SHN Business Development Fund (BDF); reporting of account activity on the platform; so that Daikin administrators and sales staff can view SHN BDF 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 SHN portal (sustainablehomenetwork.daikin.co.uk) please see sustainablehomenetwork.daikin.co.uk/my-profile. If you wish to have your data erased, rectified or restricted, or you object to this profiling, please contact marketing@daikin.co.uk This explanation of how we use your data specifically on sustainablehomenetwork.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 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 SHN 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 01932 879000

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: 01932879000

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 Sustainable Home Network (SHN) Installer Scheme and the three tiers within it are open to people fulfilling the following criteria:

SHN	Installer	Expert	Centre
Criteria			
Annual sales value per FY	No minimum	£30,000	Please discuss with your local sales engineer
Eligibility			
Gas safe certified		✓ (where applicable)	
MCS certified		✓	
F Gas certified (company level)		✓	



Free Daikin training (to join tier)	Completed Daikin training SE15 and SE23	3 technology courses from: Hybrid HT LT Flex Mono	
Free Daikin training (to maintain membership)		unlimited	unlimited

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 Sustainable Home Network Installer Scheme can be made via two channels; either (a) an application form online at sustainablehomenetwork.daikin.co.uk or (b) a paper based registration at selected special events and exhibitions only. Membership of the Sustainable Home Network 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 SHN platform will be delivered on verification of valid Gas Safe, MCS and F Gas certificates.

2.4 Membership of SHN 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 SHN Scheme effectively. Members are encouraged to keep details up to date via the SHN Installer Scheme online account management. Members can also update their details by calling the SHN Installer Scheme Administrator on 01932879000 between the hours of 9:30am and 4:00pm, Monday to Friday or by emailing marketing@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 the following Business Development fund accrual to SHN members on all products listed below (point 3.9).



3.1 Daikin UK reserves the right to (a) alter the products included or excluded from the SHN 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 Sustainable Home Network 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 =£35 (outdoor unit only)				
	Part Number	Material Number	Description	User Friendly Name

Outdoor Unit	ERLQ004CV3	ERLQ004CAV3	4kW / 1-phase / 230V	Daikin Altherma LT Split 4kW
	ERLQ006CV3	ERLQ006CAV3	6kW / 1-phase / 230V	Daikin Altherma LT Split 6kW
	ERLQ008CV3	ERLQ008CAV3	8kW / 1-phase / 230V	Daikin Altherma LT Split 8kW
	ERLQ011CV3	ERLQ011CAV3	11kW / 1-phase / 230V	Daikin Altherma LT Split 11kW
	ERLQ014CV3	ERLQ014CAV3	14kW / 1-phase / 230V	Daikin Altherma LT Split 14kW
	ERLQ016CV3	ERLQ016CAV3	16kW / 1-phase / 230V	Daikin Altherma LT Split 16kW
	ERLQ011CW1	ERLQ011CAW1	11kW / 3-phase / 400V	Daikin Altherma LT Split 11kW (3-ph)
	ERLQ014CW1	ERLQ014CAW1	14kW / 3-phase / 400V	Daikin Altherma LT Split 14kW (3-ph)
	ERLQ016CW1	ERLQ016CAW1	16kW / 3-phase / 400V	Daikin Altherma LT Split 16kW (3-ph)
	ERGA04DVA	ERGA04DAVA3	R32 4kW / 1-phase / 230V	Daikin Altherma R32 Split 4kW
	ERGA06DVA	ERGA06DAVA3	R32 6kW / 1-phase / 230V	Daikin Altherma R32 Split 6kW
	ERGA08DVA	ERGA08DAVA3	R32 8kW / 1-phase / 230V	Daikin Altherma R32 Split 8kW
Indoor Unit	Heating only			
	EHBH04C3V	EHBH04CA3V	For 4kW OU (ERLQ004)	Daikin Altherma LT Split indoor (4kW)
	EHBH08C3V	EHBH08CA3V	For 6-8kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (6-8kW)
	EHBH08C9W	EHBH08CA9W	For 6-8kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (6-8kW) 3/6/9kW
	EHBH16C3V	EHBH16CA3V	For 11-16kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW)
	EHBH16C9W	EHBH16CA9W	For 11-16kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW) 3/6/9kW

	EHBH04CB3V	EHBH04CB3V	For 4kW OU (ERLQ004)	Daikin Altherma LT Split indoor (4kW)
	EHBH08CB3V	EHBH08CB3V	For 6-8kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (6-8kW)
	EHBH08CB9W	EHBH08CB9W	For 6-8kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (6-8kW) 3/6/9kW
	EHBH11CB3V	EHBH11CB3V	For 11kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW)
	EHBH11CB9W	EHBH11CB9W	For 11kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW) 3/6/9kW
	EHBH16CB3V	EHBH16CB3V	For 14-16kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW)
	EHBH16CB9W	EHBH16CB9W	For 14-16kW OU (ERLQ006-8)	Daikin Altherma LT Split indoor (11-16kW) 3/6/9kW
	EHVH04SU18C B6W	EHVH04SU18C B6W	For 4kW OU (ERLQ004)	Daikin Altherma LT Split Floor Standing (4kW - 180l)
	EHVH08SU18C B6W	EHVH08SU18C B6W	For 6-8kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Split Floor Standing (6-8kW - 180l)
	EHVH08SU26C B6W	EHVH08SU26C B6W	For 6-8kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Split Floor Standing (6-8kW - 260l)
	EHVH11SU26C B6W	EHVH11SU26C B6W	For 11kW / 1-phase OU (ERLQ011)	Daikin Altherma LT Split Floor Standing (11kW - 260l)
	EHVH16SU26C B6W	EHVH16SU26C B6W	For 14-16kW / 1-phase OU (ERLQ014-16)	Daikin Altherma LT Split Floor Standing (14-16kW - 260l)
	EHS04P30B	EHS04P30BA	For 4kW OU (ERLQ004)	Daikin Altherma LT Solar Unit (4kW - 300l) - Drainback
	EHS08P30B	EHS08P30BA	For 6-8kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Solar Unit (6-8kW - 300l) - Drainback
	EHS08P50B	EHS08P50BA	For 6-8kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Solar Unit (6-8kW - 500l) - Drainback

	EHS16P50B	EHS16P50BA	For 11-16kW / 1-phase OU (ERLQ014-16)	Daikin Altherma LT Solar Unit (11-16kW - 500l) - Drainback
	EHSHB04P30B	EHSHB04P30B A	For 4kW OU (ERLQ004)	Daikin Altherma LT Solar Unit (4kW - 300l) - Pressurised
	EHSHB08P30B	EHSHB08P30B A	For 6-8kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Solar Unit (6-8kW - 300l) - Pressurised
	EHSHB08P50B	EHSHB08P50B A	For 6-8kW / 1-phase OU (ERLQ006-8)	Daikin Altherma LT Solar Unit (6-8kW - 500l) - Pressurised
	EHSHB16P50B	EHSHB16P50B A	For 11-16kW / 1-phase OU (ERLQ014-16)	Daikin Altherma LT Solar Unit (11-16kW - 500l) - Pressurised
	EHBH04D6V	EHBH04DA6V	For 4kW R32 OU (ERGA04)	Daikin Altherma LT Split indoor (R32 4kW)
	EHBH08D6V	EHBH08DA6V	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) = £24 points (outdoor unit only)

	Part Number	Material Number	Description	User Friendly Name
Outdoor Unit	EBHQ006BBV3	EBHQ006BBV3	6kW / 1-phase / 230V	Daikin Altherma Monobloc 6kW
	EBHQ008BBV3	EBHQ008BBV3	8kW / 1-phase / 230V	Daikin Altherma Monobloc 8kW
	Heating only			
	EDHQ011BB6V3	EDHQ011BB6V3	11kW / 1-phase / 230V	Daikin Altherma Monobloc 11kW
	EDHQ014BB6V3	EDHQ014BB6V3	14kW / 1-phase / 230V	Daikin Altherma Monobloc 14kW
	EDHQ016BB6V3	EDHQ016BB6V3	16kW / 1-phase / 230V	Daikin Altherma Monobloc 16kW
	EDHQ011BB6W1	EDHQ011BB6W1	11kW / 3-phase / 400V	Daikin Altherma Monobloc 11kW (3 phase)



	EDHQ014BB6 W1	EDHQ014BB6 W1	14kW / 3-phase / 400V	Daikin Altherma Monobloc 14kW (3 phase)
	EDHQ016BB6 W1	EDHQ016BB6 W1	16kW / 3-phase / 400V	Daikin Altherma Monobloc 16kW (3 phase)
	Heating/Cooling only			
	EBHQ011BB6V 3	EBHQ011BB6V 3	11kW / 1-phase / 230V	Daikin Altherma Monobloc 11kW heat/cool
	EBHQ014BB6V 3	EBHQ014BB6V 3	14kW / 1-phase / 230V	Daikin Altherma Monobloc 14kW heat/cool
	EBHQ016BB6V 3	EBHQ016BB6V 3	16kW / 1-phase / 230V	Daikin Altherma Monobloc 16kW heat/cool
	EBHQ011BB6 W1	EBHQ011BB6 W1	11kW / 3-phase / 400V	Daikin Altherma Monobloc 11kW (3 phase) heat/cool
	EBHQ014BB6 W1	EBHQ014BB6 W1	14kW / 3-phase / 400V	Daikin Altherma Monobloc 14kW (3 phase) heat/cool
	EBHQ016BB6 W1	EBHQ016BB6 W1	16kW / 3-phase / 400V	Daikin Altherma Monobloc 16kW (3 phase) heat/cool
Control Box	EKCBH008BCV 3	EKCBH008BCV 3	Heating only	Daikin Altherma Monobloc wiring centre
	EKCBX008BCV3	EKCBX008BCV3	Heating/Cooling only	Daikin Altherma Monobloc wiring centre (heat/cool)
Altherma Monobloc (from June 2015) = £24 - (outdoor unit only)				
	Part Number	Material Number	Description	User Friendly Name
Outdoor Unit	EDLQ05CV3	EDLQ05CAV3	5kW / 1-phase / 230V	Daikin Altherma Monobloc 5kW
	EDLQ07CV3	EDLQ07CAV3	7kW / 1-phase / 230V	Daikin Altherma Monobloc 7kW
	EDLQ05CV3U	EDLQ05CAV3U	5kW / 1-phase / 230V	Daikin Altherma Monobloc 5kW
	EDLQ07CV3U	EDLQ07CAV3U	7kW / 1-phase / 230V	Daikin Altherma Monobloc 7kW
Control Box	EKCB07CV3	EKCB07CAV3	5&7kW wiring centre	Daikin Altherma Monobloc wiring centre



Hybrid =£38 (outdoor unit only)				
	Part Number	Material Number	Description	User Friendly Name
Outdoor Unit	EVLQ05CV3	EVLQ05CAV3	5kW / 1-Phase / 230V	Daikin Altherma Hybrid 5kW
	EVLQ08CV3	EVLQ08CAV3	8kW / 1-Phase / 230V	Daikin Altherma Hybrid 8kW
Indoor Unit	EHYHBH05AV3 2	EHYHBH05AAV 32	5kW / 1-Phase / 230V	Daikin Altherma Hybrid 5kW indoor
	EHYHBH08AV3 2	EHYHBH08AAV 32	8kW / 1-Phase / 230V	Daikin Altherma Hybrid 8kW indoor
Boiler	EHYKOMB33A A2	EHYKOMB33A A2	33/27kW	Daikin Altherma Hybrid boiler
Altherma HT = £90 (outdoor unit only)				
	Part Number		Description	User Friendly Name
Outdoor Unit	ERSQ011AV1	ERSQ011AAV1	11kW / 1-phase / 230V	Daikin Altherma High Temperature 11kW
	ERSQ014AV1	ERSQ014AAV1	14kW / 1-phase / 230V	Daikin Altherma High Temperature 14kW
	ERSQ016AV1	ERSQ016AAV1	16kW / 1-phase / 230V	Daikin Altherma High Temperature 16kW
	ERSQ011AY1	ERSQ011AAY1	11kW / 3-phase / 400V	Daikin Altherma High Temperature 11kW (3 phase)
	ERSQ014AY1	ERSQ014AAY1	14kW / 3-phase / 400V	Daikin Altherma High Temperature 14kW (3 phase)
	ERSQ016AY1	ERSQ016AAY1	16kW / 3-phase / 400V	Daikin Altherma High Temperature 16kW (3 phase)
Indoor Unit	EKHBRD011AC V1	EKHBRD011AC V1	for 11kW / 1-phase OU (ERSQ011)	Daikin Altherma High Temperature indoor (11kW)

	EKHBRD014AC V1	EKHBRD014AC V1	for 14kW / 1-phase OU (ERSQ014)	Daikin Altherma High Temperature indoor (14kW)
	EKHBRD016AC V1	EKHBRD016AC V1	for 16kW / 1-phase OU (ERSQ016)	Daikin Altherma High Temperature indoor (16kW)
	EKHBRD011AC Y1	EKHBRD011AC Y1	for 11kW / 3-phase OU (ERSQ011)	Daikin Altherma High Temperature indoor (11kW) 3-ph
	EKHBRD014AC Y1	EKHBRD014AC Y1	for 14kW / 3-phase OU (ERSQ014)	Daikin Altherma High Temperature indoor (14kW) 3-ph
	EKHBRD016AC Y1	EKHBRD016AC Y1	for 16kW / 3-phase OU (ERSQ016)	Daikin Altherma High Temperature indoor (16kW) 3-ph
	EKHBRD011AD V1	EKHBRD011AD V1	for 11kW / 1-phase OU (ERSQ011)	Daikin Altherma High Temperature indoor (11kW)
	EKHBRD014AD V1	EKHBRD014AD V1	for 14kW / 1-phase OU (ERSQ014)	Daikin Altherma High Temperature indoor (14kW)
	EKHBRD016AD V1	EKHBRD016AD V1	for 16kW / 1-phase OU (ERSQ016)	Daikin Altherma High Temperature indoor (16kW)
	EKHBRD011AD Y1	EKHBRD011AD Y1	for 11kW / 3-phase OU (ERSQ011)	Daikin Altherma High Temperature indoor (11kW) 3-ph
	EKHBRD014AD Y1	EKHBRD014AD Y1	for 14kW / 3-phase OU (ERSQ014)	Daikin Altherma High Temperature indoor (14kW) 3-ph
	EKHBRD016AD Y1	EKHBRD016AD Y1	for 16kW / 3-phase OU (ERSQ016)	Daikin Altherma High Temperature indoor (16kW) 3-ph
	EKHBRD011AD V17	EKHBRD011AD V17	for 11kW / 1-phase OU (ERSQ011)	Daikin Altherma High Temperature indoor (11kW)
	EKHBRD014AD V17	EKHBRD014AD V17	for 14kW / 1-phase OU (ERSQ014)	Daikin Altherma High Temperature indoor (14kW)



	EKHBRD016AD V17	EKHBRD016AD V17	for 16kW / 1-phase OU (ERSQ016)	Daikin Altherma High Temperature indoor (16kW)
	EKHBRD011AD Y17	EKHBRD011AD Y17	for 11kW / 3-phase OU (ERSQ011)	Daikin Altherma High Temperature indoor (11kW) 3-ph
	EKHBRD014AD Y17	EKHBRD014AD Y17	for 14kW / 3-phase OU (ERSQ014)	Daikin Altherma High Temperature indoor (14kW) 3-ph
	EKHBRD016AD Y17	EKHBRD016AD Y17	for 16kW / 3-phase OU (ERSQ016)	Daikin Altherma High Temperature indoor (16kW) 3-ph

Tanks =£8

	Part Number	Material Number	Description	User Friendly Name
LT	EKHWSU150B3 V3	EKHWSU150B3 V3	150 litre unvented cylinder	Daikin Cylinder LT 150l
	EKHWSU200B3 V3	EKHWSU200B3 V3	200 litre unvented cylinder	Daikin Cylinder LT 200l
	EKHWSU300B3 V3	EKHWSU300B3 V3	300 litre unvented cylinder	Daikin Cylinder LT 300l
HT	EKHTSU200AC	EKHTSU200AC	200 litre unvented cylinder	Daikin Cylinder HT 200l
	EKHTSU260AC	EKHTSU260AC	260 litre unvented cylinder	Daikin Cylinder HT 260l
thermal store	EKHWP300B	EKHWP300B	Thermal store (300 litre) - drainback solar	Daikin Thermal Store 300l
thermal store	EKHWP500B	EKHWP500B	Thermal store (500 litre) - drainback solar	Daikin Thermal Store 500l
thermal store	165204	165204	SANICUBE SCS 328/14/0-DB	Rotex SANICUBE SCS 328/14/0-DB
thermal store	165202	165202	SANICUBE SC 538/16/0	Rotex SANICUBE SC 538/16/0
thermal store	165203	165203	SANICUBE SC 538/16/16	Rotex SANICUBE SC 538/16/16



thermal store	140560	140560	HYBRIDCUBE HYC 544/19/0-DB	Rotex HYC 544/19/0-DB
thermal store	140562	140562	HYBRIDCUBE HYC 544/32/0-DB	Rotex HYC 544/32/0-DB
thermal store	140553	140553	HYBRIDCUBE HYC 343/19/0-DB	Rotex HYC 343/19/0-DB
thermal store	165206	165206	SANICUBE-SOLARIS SCS 538/16/0-DB	Rotex SANICUBE SCS 538/16/0-DB
thermal store	165208	165208	SANICUBE-SOLARIS SCS 538/16/16-DB	Rotex SANICUBE SCS 538/16/16-DB
thermal store	165207	165207	SANICUBE-SOLARIS SCS 538/16/0-P	Rotex SANICUBE SCS 538/16/0-P
thermal store	165209	165209	SANICUBE-SOLARIS SCS 538/16/16-P	Rotex SANICUBE SCS 538/16/16-P
thermal store	165205	165205	SANICUBE SCS 328/14/0-P	Rotex SANICUBE SCS 328/14/0-P
thermal store	140554	140554	HYBRIDCUBE HYC 343/19/0-P	Rotex HYC 343/19/0-P
thermal store	140561	140561	HYBRIDCUBE HYC544 /19/0-P	Rotex HYC 544/19/0-P
thermal store	140563	140563	HYBRIDCUBE HYC544/32/0-P	Rotex HYC544/32/0-P
LT	EKHWSU150D3 V3	EKHWSU150D3 V3	150 litre unvented cylinder	Daikin Cylinder LT 150l
	EKHWSU180D3 V3	EKHWSU180D3 V3	180 litre unvented cylinder	Daikin Cylinder LT 180l
	EKHWSU200D3 V3	EKHWSU200D3 V3	210 litre unvented cylinder	Daikin Cylinder LT 200l
	EKHWSU250D3 V3	EKHWSU250D3 V3	200 litre unvented cylinder	Daikin Cylinder LT 250l
	EKHWSU300D3 V3	EKHWSU300D3 V3	300 litre unvented cylinder	Daikin Cylinder LT 300l

Solar Thermal = £15

	Part Number	Material Number	Description	User Friendly Name
Vertical	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 =£27

	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	D2U30GC020A A	GCU II 320	Daikin GCU 20kW / 300l



	D2U30GB020A	D2U30GB020A A	GCU II 320 Bivalent	Daikin GCU 20kW / 300l BIV
GCU II 500	D2U50GC024A	D2U50GC024A A	GCU II 524	Daikin GCU 24kW / 500l
	D2U50GB024A	D2U50GB024A A	GCU II 524 Bivalent	Daikin GCU 24kW / 500l BIV
	D2U50GC028A	D2U50GC028A A	GCU II 528	Daikin GCU 28kW / 500l
	D2U50GB028A	D2U50GB028A A	GCU II 528 Bivalent	Daikin GCU 28kW / 500l BIV

Daikin Wall Hung Boiler = £6

	Part Number	Material Number	Description	User Friendly Name
WH Boiler	EKOMBGU22A AV1	EKOMBGU22A	22kW Wall Hung Boiler	Daikin Wall Hung Boiler
	EKOMBGU28A AV1	EKOMBGU28A	28kW Wall Hung Boiler	Daikin Wall Hung Boiler
	EKOMBGU33A AV1	EKOMBGU33A	33kW Wall Hung Boiler	Daikin Wall Hung Boiler
	D2CND024A4A A	D2CND024A4A	24kW D2C Wall Hung Boiler	Daikin D2C Boiler
	D2CND028A4A A	D2CND028A4A	28kW D2C Wall Hung Boiler	Daikin D2C Boiler
	D2CND035A4A A	D2CND035A4A	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 SHN 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 SHN Installer Scheme whichever is shorter. For example, any points earned between 1 April 2020 and 31 March 2021 will expire at 23:59 on 31st March 2022.

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 Sustainable Home Network 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 SHN 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 SHN Installer Scheme member account(s) may be terminated, any eligible purchases made but not used for reward redemption may be cancelled and the SHN 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 SHN 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 SHN Installers' Scheme, please contact Daikin Marketing at the following address: Daikin UK, 1, The Heights, Brooklands, Weybridge, Surrey, KT13 0NY

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