

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 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 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.
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. 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

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 (air to air) or uk-a2w-tech@eu.panasonic.com (air to water).

Your warranty case number will be requested.

WARRANTY LABOUR CHARGES

Warranty Repair Pricing	RAC	PACi	ECOi
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

Warranty Repair Pricing	REFRIGERATION
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

Warranty Repair Pricing	GHP
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

Warranty Repair Pricing	A2W
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	£395
Coil replacement (outdoor unit) including removal of refrigerant	£450
Refrigerant component including pressure switch, solenoid valve, 4-way valve (including removal of refrigerant)	£395
Water Pump	£90
Flow Switch	£90
Pressure Relief Valve	£90
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.)	£90
Panel or housing (indoor or outdoor unit)	£45
Replace expansion vessel	£90
Replace hot water cylinder or buffer	£450
Replace indoor unit (including pump down recovery of refrigerant)	£450
Replace Outdoor unit	£450
Replace fan assisted radiator	£250
Controller/Wi-Fi Module	£60
Coil replacement (outdoor unit) including removal of refrigerant	£270
Refrigerant component including pressure switch, solenoid valve, 4-way valve (including removal of refrigerant)	£350
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)	£270
Replace Outdoor unit	£375
Controller/Wi-Fi Module	£60

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

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

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