



# Bison Eco Air Source Heat Pump Warranty (5 Years)

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Thank you for choosing a Bison Eco Air Source Heat Pump. We are committed to ensuring your system delivers reliable, low-carbon heating for years to come.

## Warranty Coverage

- **Heat Pump Unit Warranty:** Your Bison Eco heat pump unit is covered by a five (5) year parts and labour warranty from the date of commissioning, subject to maintenance conditions below.
- **Associated Equipment Warranty:** The buffer tank, hot water cylinder, controls, and associated plumbing and electrical components are covered by a two (2) year warranty from the date of commissioning.
- **Installation Warranty:** Workmanship relating to the installation is covered by a two (2) year warranty.

## Conditions of Warranty

To maintain the validity of your warranty:

- **Annual Servicing:** The system must be serviced annually by Bison Eco Ltd or by an MCS-certified installer.
- **Service Records:** You must retain proof of each annual service and provide it upon request.
- **Approved Works Only:** All maintenance, repairs, and alterations must be carried out by Bison Eco Ltd or an authorised MCS-certified professional.
- **Proper Use:** The system must be used and operated in accordance with Bison Eco's guidelines and manufacturer specifications.
- **No Unauthorised Changes:** Any unauthorised modifications, tampering, or use of unapproved parts will invalidate this warranty.

- **Prompt Reporting:** Any faults must be reported to Bison Eco Ltd immediately upon discovery. Failure to do so may limit the extent of cover.

### **What Is Covered**

- Repair or replacement of defective components due to manufacturing or installation faults.
- Labour costs associated with genuine warranty repairs.
- Reasonable call-out costs if a genuine fault is found.

### **What Is Not Covered**

- Damage arising from misuse, neglect, incorrect settings, or failure to follow user instructions.
- Damage resulting from servicing, alterations, or repairs by unauthorised personnel.
- External events such as power surges, flooding, frost damage, or vandalism.
- Cosmetic damage (scratches, dents) that does not affect performance.
- Annual servicing and routine maintenance costs.

### **How to Make a Claim**

If you experience an issue with your heat pump:

1. Contact Bison Eco Ltd by email or telephone within 14 days of discovering the fault:  
[hello@bison-eco.com](mailto:hello@bison-eco.com)
2. Provide your original commissioning documentation.
3. Provide evidence of annual servicing for each year since installation.
4. Cooperate with reasonable requests for inspections and access.

An engineer will attend, and if the fault falls within the scope of this warranty, repair or replacement will be arranged at no cost to you.

### **Additional Notes**

- This warranty is non-transferable unless agreed in writing by Bison Eco Ltd.
- Failure to comply with any of the conditions above will render this warranty null and void.
- In the event of a dispute, Bison Eco Ltd's decision on warranty coverage shall be final.

Bison Eco Ltd

Customer Service: [hello@bison-eco.com](mailto:hello@bison-eco.com)

Phone: 01225 375176

Website: [www.bison-eco.com](http://www.bison-eco.com)

Company number: 15412031

