



No fuss warranty

How to make your claim over the phone

SERVICE FOR INSTALLERS

NO FUSS S002



Save time with **Daikin UK's no fuss warranty** procedure by making a claim over the phone!

Save time with Daikin UK's no fuss warranty procedure by making a claim over the phone! To process a claim simply **call the Daikin UK Warranty Hotline on 0845 641 9275** and speak to our dedicated warranty team.

When you call the warranty team, please ensure have the following information to hand:

- Your company name and/or account number
- Full model and serial number (found on the unit)
- Date of installation
- Location of installation
- Reason for failure.

Upon receipt of the above information, our warranty team will immediately evaluate your claim. If successful, Daikin UK will send the free replacement part without any need for you to send in an order.

Subject to stock, the replacement part will be sent via FREE standard next day delivery without an invoice. Furthermore, you will automatically receive a credit note for the standard labour contribution allowance within a week of the claim being accepted!

Before calling the warranty hotline, we recommend you confirm your diagnosis with our Aftersales Technical Support department on 0845 641 9200 or technicalhelp@daikin.co.uk.

Please note...

Equipment must be installed and maintained in accordance with Daikin guidelines and with good industry practice. This is a condition of the warranty.

- ✓ Order from site by telephone
- ✓ Immediate evaluation of claim
- ✓ Free of charge part and next day delivery
- ✓ Credit for standard labour contribution allowance given in five working days
- ✓ No faxed purchase order necessary
- ✓ No invoice issued
- ✓ No forms to complete
- ✓ No dispute or follow-up period

Contact

The Daikin UK warranty hotline is available between the following times, excluding bank holidays:

Open weekdays 9am – 5.30pm

For further information...

Visit: www.daikin.co.uk

Call: 0845 641 9275

Email: warranty@daikin.co.uk

Fax: 0845 641 9299