

Panasonic Heat Pump Service & Maintenance Plans

Heat Merchants



AQUAREA SMART CLOUD
AQUAREA

Panasonic
heating & cooling solutions

About Heat Merchants

Heat Merchants has a network of 31 branches nationwide supported by a central distribution centre and Technical Services team in Athlone and Ballbrigan. Heat Merchants supplies a comprehensive portfolio of heating, plumbing and renewable energy solutions for both domestic and commercial projects.

Heat Merchants also offers a range of technical services to installers including heating system design and specification, commissioning, ancillary certification, after-sales service and installer training.

We now also offer a range of after sales services to homeowners who have chosen a Panasonic Aquarea Air to Water Heat Pump. Our team of Panasonic trained engineers will service your heat pump and to ensure you meet the servicing terms of your warranty.

CONTACT US

customersupport@heatmerchants.ie

090 6442300



About the Panasonic Service Plans

Your Panasonic Aquarea air to water heat pump provides a comfortable environment, efficiency and low energy costs while being clean, safe and environmentally friendly. With more than 60 years of experience, selling to more than 120 countries around the world, Panasonic is unquestionably one of the leaders in the heating and cooling sector.

Why is regular servicing so important?

Regular maintenance is required to ensure you get the maximum performance from your heating system and to extend the lifespan of your heat pump. Annual servicing by a Panasonic trained professional is also required to fulfill the conditions of your heat pump warranty.

Service Packages from Heat Merchants

The Heat Merchants team of Panasonic trained engineers offer homeowners a range of service and maintenance plans to ensure your heat pump is professionally maintained and in the unlikely event of any issues our team will be on hand to answer any queries, provide remote diagnostics or a call out service.

Heat Pump Service Plans

Heat Merchants offer two tiers of annual Panasonic Heat Pump service packages to homeowners so you can choose the option that is right for you. Each plan is detailed over leaf or please contact our Customer Support team for guidance.

STANDARD

Service Plan

€250 inc VAT

PREMIUM

Service Plan

€350 inc VAT

Prices are subject to change and will be confirmed in advance of purchase.

Our team of service engineers are located throughout the country and all service calls are scheduled through our Customer Support Centre. Contact us on customersupport@heatmerchants.ie or call 090 642300. Please have the details of your heat pump as outlined on page 7 available when you call.

Smart Cloud Remote Control Installation

We can also install and set up Panasonic Smart Cloud which means homeowners can monitor and control the heat pump remotely from anywhere in the world. Smart Cloud functionality is not necessary to avail of a service plans but is required if you would like our engineers to provide remote monitoring and diagnostics for your heating system. More details are on page 6.

Service & Maintenance Plans

	Standard Service Plan	Premium Service Plan
Mechanical Assessment		
Isolate the strainer - remove filter & clean	Y	Y
Check integrity of pipes & insulation	Y	Y
Check & clean the magnetic filter	Y	Y
Inspect & clean the outdoor unit	Y	Y
Check the outdoor unit for any visual oil leaks	Y	Y
F Gas Refrigerant check	Y	Y
Check system pressure & adjust if required	Y	Y
Check inhibitor level and top up if necessary	Y	Y
Check the pressure relief valve on the heating side	Y	Y
Check the 3 port valve is working correctly	Y	Y
Check the room thermostat function	Y	Y
Treat the evaporator coil with "Enviro Coil" Cleaner	Y	Y
Heat Emitters Assessment & Tested - Underfloor Heating & Radiators - Controls, Balancing, Flow Checked		Y
Electrical Check		
Check all electrical connections including mains isolator	Y	Y
Check the operational voltage and record	Y	Y
Check RCD operation	Y	Y
System Check		
Flow rate check and recorded	Y	Y
Performance Check		
Heating Mode	Y	Y
Tank Mode	Y	Y
Monitoring & Engineering Response		
Same day call response from an engineer * T&Cs	Y	Y
Remote monitoring - times per year ** T&Cs	1	2
Annual cost including VAT	€250	€350

Understanding Your Service Plan

PROFESSIONAL REMOTE MONITORING

The Aquarea Smart Cloud facilitates remote monitoring by our Service Engineers or your installer.

- Remote malfunction notification
- System fine tuning to ensure optimal performance
- Performance efficiency reviews
- Preventative maintenance advice

*** TeCs Remote monitoring is only available when a WiFi adaptor is installed and adequate Internet access is available. A WiFi adaptor can be installed by your engineer at an additional cost - see page overleaf for details.*

SERVICE CALLS

Heat Merchants Team of Engineers will respond to any queries or issues within an agreed time period. If Aquarea Smart Cloud is set up the engineer will log on remotely to inspect the system and will diagnose and if possible remedy the issue. Should a call out be required a service call will be scheduled with the homeowner as soon as possible.

**TeCs Same day response can only be guaranteed for calls logged with our Customer Support team before 9am. If a Service Engineer needs to call to site please allow up to 48 hours.*

ENVIROCOIL CLEANER



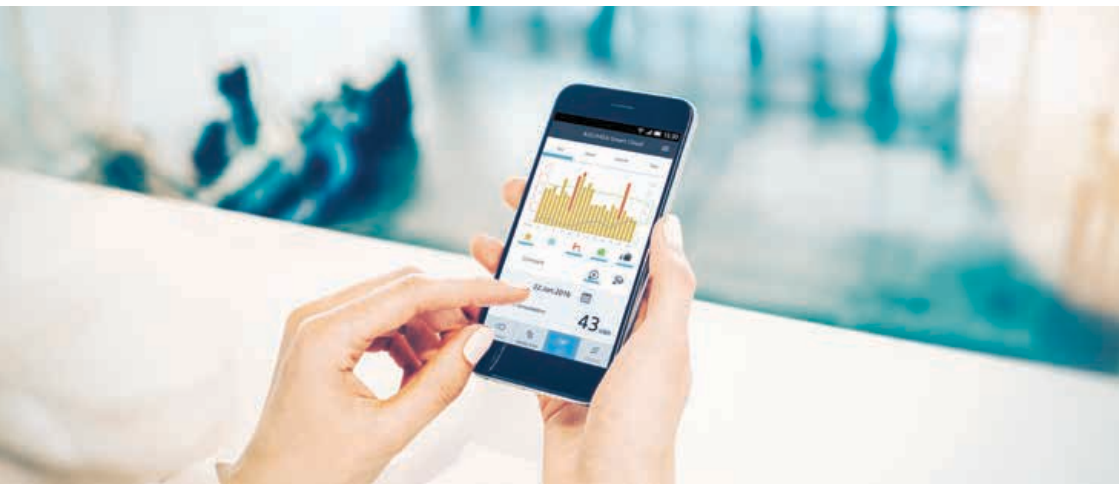
EnviroCoil® is an environmentally friendly, biodegradable and highly effective detergent-based cleaner for heat pump and air conditioning coils. Treating with EnviroCoil will restore your heat pump and ensure it is operating at optimal efficiency.

HEATING SYSTEM BALANCING

Balancing of the heating system equalizes the system pressure so it provides an even distribution of heat to the temperatures set by the thermostats while operating at optimum energy efficiency and minimal operating cost.

When balanced correctly all heat emitters will equally meet the desired flow rates and therefore the problem with a lower temperature at the furthest areas of the home will be eradicated.

If you have any queries or would like to sign up for an annual service plan please contact our Customer Support Team on 090 6442300 or customersupport@heatmerchants.ie



The Panasonic Smart Cloud WiFi adaptor allows for easy and powerful remote control, monitoring and energy management of your air to water heating system from anywhere in the world.

- Energy savings & comfort from anywhere
- Easy to adjust temperature and hot water
- Up to two zones and hot water
- Weekly timer by zone
- Holiday mode activation
- Intuitive and powerful energy statistics
- Operation log history
- Enables professional remote monitoring & diagnostics by our team of engineers

Installation & Set Up of Smart Cloud

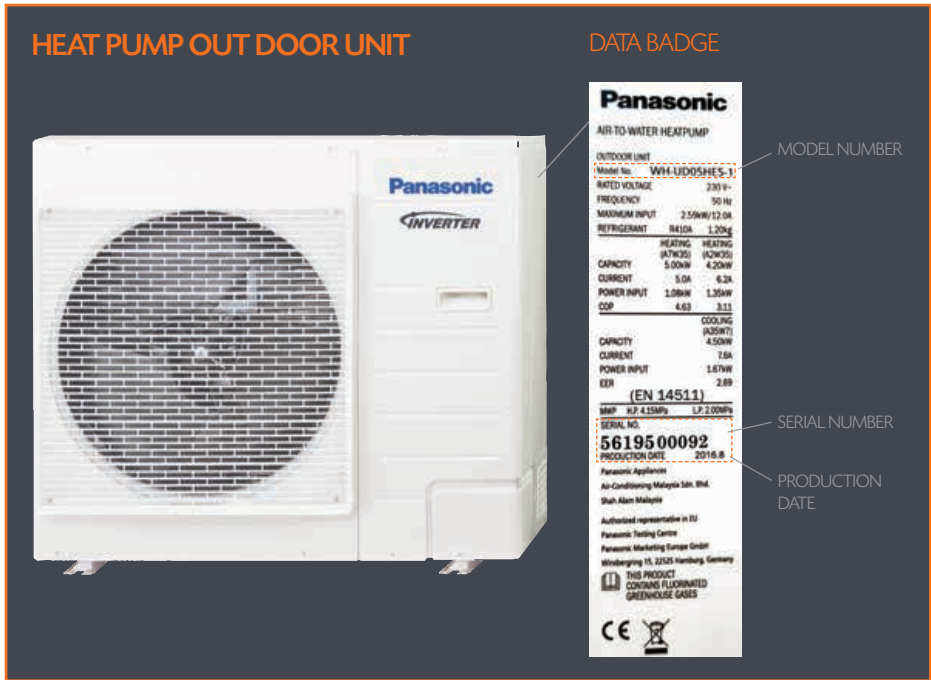
- Panasonic WiFi Adaptor
- Installation and set up by one of our Panasonic trained service engineers
- Free remote monitoring by our Service Engineers for 1 year

Now Only €199



Panasonic Smart Cloud WiFi adaptor is required if you would like to have remote monitoring as part of your service plan!

Terms & Conditions for Smart Cloud WiFi Installation - Panasonic Aquarea H generation and later models. Internet connection with Wireless or Wired LAN required. Adequate internet strength to the Wi-Fi adaptor at the heat pump indoor unit is required. A Wi-Fi range extender is available where Wi-Fi signal is not strong enough. The range extender is available at a cost of €49. Customer must set up a Panasonic ID prior to the engineer arriving onsite this can be done online at <https://aquarea-smart.panasonic.com>. Prices are subject to change and will be confirmed in advance of purchase.



Please have the heat pump serial number, model and year of manufacture available when you enquire with our team. This information is on the data badge on the side of your Panasonic outdoor unit.

Our Customer Support team are available from 8am - 4.30pm Monday to Friday to assist homeowners with any queries or arrange any of the following services.

- Sign up to an Annual Service Plan
- Request Smart Cloud WiFi Installation
- Schedule a heat pump service
- Warranty queries
- After sales support

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OUR LOCATIONS

Visit www.heatmerchants.ie for contact details and branch locations

