



**TOSHIBA**



# Warranty

**Residential, Light Commercial, and Variable Refrigerant Flow Air Conditioners,  
Air-to-Water Heat Pumps and Air-to-Air Heat Exchangers**



Air Conditioning offering total HVAC Solutions

Effective 01/06/2024



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## AIR CONDITIONING WARRANTY BANDS

**5 YEARS STANDARD WARRANTY**  
STANDARD  
WARRANTY PARTNER



- F-gas registered.

**7 YEARS EXTENDED WARRANTY**  
APPROVED  
WARRANTY PARTNER



- F-gas registered.
- Commitment to continuous training.

**10 YEARS EXTENDED WARRANTY**  
PLATINUM REFCOM ELITE REGISTERED  
WARRANTY PARTNER



- F-gas REFCOM Elite registered.
- Commissioning sheets.
- Evidence of service and maintenance.
- Commitment to continuous training.

**3 YEARS STANDARD WARRANTY**  
STANDARD  
WARRANTY PARTNER



- F-gas registered.

**5 YEARS EXTENDED WARRANTY**  
APPROVED  
WARRANTY PARTNER



- F-gas registered.
- Commitment to continuous training.

**7 YEARS EXTENDED WARRANTY**  
PLATINUM REFCOM ELITE REGISTERED  
WARRANTY PARTNER



- F-gas REFCOM Elite registered.
- Commissioning sheets.
- Evidence of service and maintenance.
- Commitment to continuous training.

**Warranty, Returns, Spare Parts, Technical Support and Site Visits**  
**Applies to Products Supplied from: -**

**Toshiba** models 1<sup>st</sup> January 2016

**Carrier** models 1<sup>st</sup> January 2021

## CARRIER WARRANTY ATTENTION

### IMPORTANT NOTICE

Sales channel for Customers are through authorised Carrier Distributors, Carrier Wholesalers or Carrier Re-sellers (please refer to Toshiba web site for supplier details). Sales channel for direct customers is through Carrier Solutions UK Ltd.

Installers registered with a Carrier Distributor, Wholesaler or Re-seller must process all warranty claims with their original supplier.

Carrier Solutions UK Ltd will not provide access to our direct warranty process which is reserved for Installers (Customers) who have a direct credit account facility with Carrier Solutions UK Ltd

### OIL LEAKAGE IS A SERIOUS HEALTH, ENVIRONMENTAL AND FIRE HAZARD

Compressors that are returned to Carrier Solutions UK Ltd for inspection or under a Warranty Claim must be securely sealed to prevent the leakage of oil. All pipe connections must be capped by a suitable means to form an airtight seal. This must be carried out immediately after removal of the compressor from the outdoor unit. Sealing by means of adhesive tape or similar or by crimping the pipe connections without also brazing over is unacceptable.

Carrier Solutions UK Ltd will refuse to accept any compressor that is returned in an unsealed and/or leaking state and any Warranty Claim(s) relating to such a compressor will be rejected. This regulation applies equally to a delivery made directly by the Customer or by any third party carriers used by the Customer.

Carrier Solutions UK Ltd will not accept any charges relating to its refusal to accept a compressor, which has been incorrectly sealed. It is the Customer's responsibility to ensure that their carriers are aware of and complies with this regulation.

### COIL CORROSION

Copper and aluminium exposure to high levels of Nitrogen Oxide (NO<sub>x</sub>), Nitrogen Dioxide (NO<sub>2</sub>) and Sulphur Dioxide (SO<sub>2</sub>) can cause moderate to high level of corrosion, dependant on levels of concentration.

High levels of NO<sub>x</sub>, NO<sub>2</sub> and SO<sub>2</sub> commonly occur within 3 miles of costal locations, high density urban areas and close to some chemical plants. As a precaution Carrier recommend that outdoor units installed in such areas should be treated with an appropriate water based coating impregnated with stainless steel pigment that is both repairable and maintainable to protect heat exchangers from these corrosive elements.

### CARRIER RECOMMEND BRONZ-GLOW



### CHARGEABLE OPTION (PLEASE REFER to PRICE LISTS for DETAILS)

Coil protection applied shall be covered by a minimum warranty period of: -

- 5 years\*** - **Toshiba** models standard warranty partner or F-Gas registered installers
- 7 years\*** - **Toshiba** models F-Gas approved partner
- 10 years\*** - **Toshiba** models Platinum REFCOM Elite registered warranty partner
- 3 years\*** - **Carrier** models standard warranty partner or F-Gas registered installers
- 5 years\*** - **Carrier** models F-Gas approved partner
- 7 years\*** - **Carrier** models Platinum REFCOM Elite registered warranty partner

\* Subject to maintenance and application guidelines as recommended by Bronz-Glow UK Ltd



## CARRIER WARRANTY TERMS AND CONDITIONS

All air conditioning product brands distributed by Carrier and supplied by Carrier Solutions UK Ltd [hereinafter called 'the Company'] to Standard Warranty Partner or F-Gas registered installer, Approved Warranty Partner F-Gas registered or Platinum REFCOM Elite registered Warranty Partner [hereinafter called 'the Customer'] are warranted free from defects in manufacture, materials or workmanship for a period of:-

**Toshiba 5 years Standard** or **Standard Warranty Partner** or if **Carrier 3 years Standard** **installed by F-Gas registered installer**

**Toshiba 7 years Extended** or **Approved Warranty Partner F-Gas** **Carrier 5 years Extended** **registered**

**Toshiba 10 years Extended** or **Platinum REFCOM Elite registered** **Carrier 7 years Extended** **Warranty Partner**

from the date of delivery to the address specified by the Customer within the individual orders. In no event shall the warranty exceed 6 months from manufacture plus the relevant warranty periods above of 5 years, 7 years, or 10 years as applicable above under the terms of the individual order. The date of manufacture shall be determined by the serial number of the equipment in question. In cases where a complete unit is replaced, the replacement shall assume the remainder of the warranty period of the original unit. Systems not maintained in accordance with our guidelines will be subject to a 12-month warranty from date of delivery under the initial order rather than the available extended warranty.

For the purposes of this document the 'purchaser, installer, contractor or claimant' shall be referred to as 'the Customer.'

The Warranty offered by the Company is applicable to: -

Air conditioning products and related accessories manufactured by the Company and for installation within the United Kingdom, Northern Ireland, the Channel Islands, or the Republic of Ireland. The Company reserves the right to change warranty terms and conditions from time to time with reasonable notice published on the Company's website.

Under the following conditions: -

- The warranty shall remain with the equipment but all claims must be managed and administered by the Standard Warranty Partner or F-Gas registered installer, Approved Warranty Partner F-Gas registered or Platinum REFCOM Elite registered Warranty Partner.
- Approved Warranty Partner F-Gas registered or Platinum REFCOM Elite registered Warranty Partner can benefit from an extended warranty scheme over and above the standard 5 years currently offered. To qualify for the extended warranty period all engineers including sub-contractors routinely working on Carrier air conditioning equipment shall have a current training course Cardholder registration number (valid for 3 years from date of issue and subject to attendance for any new or later generation equipment training courses) and must have completed the RAV DIC/DI/SDI, VRF and Controls training courses. Various Carrier technical training courses are conducted annually (actual courses required will be confirmed in writing by the Carrier training department). The customer must have achieved the minimum training level as set out by the Company's training department. The training covers the Customers own engineers as well as any sub-contract labour used.
- The warranty is conditional upon the equipment being installed, commissioned, regularly, properly, and continuously maintained by REFCOM (or equivalent) F-Gas registered engineers throughout the warranty period and a maintenance provider must be appointed within 30 days of initial operation.
- In the event of the equipment not being maintained by the Customer following installation the warranty period shall, irrespective of any special arrangements made at the time of the sale of the equipment, revert to the Company's standard twelve months warranty.
- Any commissioning or site services undertaken by the Company for new or existing installations, refurbishment works, or onsite assistance does not expressly mean or substantiate that equipment has been installed correctly by others.

- The Company reserves the right to withdraw warranty in the event of: (i) installation by unqualified non-F-gas registered person/persons; (ii) installation carried out by person/persons who have not adhered to the manufacturer's instructions or and not attended the Company's relevant training courses and or; (iii) in the event of misuse and or; (iv) failure to maintain to manufacturer's guidelines and or; (v) damage caused by malicious acts of vandalism and or; (vi) any failure or breach of these warranty conditions which are not attributable to the Carrier air conditioning manufacturer or the Company.

The Warranty offered by the Company specifically does not cover: -

- a) Any other products manufactured by the Carrier Japan Corporation or its subsidiaries for which other specific Warranty arrangements are applicable.
- b) Any non-Carrier branded air conditioning for other original equipment manufacturer (OEM) products, material or parts that are warranted for a period of 12 months from date of manufacture or supply. Exception: equipment supplied by the Company with DX coils treated with a water based anti-corrosion coating and paid for as a chargeable option (subject to maintenance and application guidelines as recommended by Bronz-Glow UK Ltd, please refer to page 4 above)
- c) Consequential loss, loss of profit, economic loss or similar claims for damages that exceed the value of the defective part(s) or arising from the failure of any equipment manufactured or supplied by the Company howsoever caused.
- d) Inter-connecting refrigeration pipe work, fixings, insulation or any materials or items not manufactured and/or supplied by the Company and forming part of the installation.
- e) Electrical services supplying the system, interconnecting cabling between any items of equipment manufactured and/or supplied by the Company, fixings, isolators, or any other ancillary electrical equipment [including mains distribution boards, circuit breakers etc.] and forming part of the installation.
- f) External condensate drainage, pipe work, fixings, insulation, pumps, alarms, or any other ancillary items not manufactured or supplied by the Company and forming part of the installation.
- g) Where products are affected by locating items in areas that do not conform, fall outside, or exceed specification limits or environmental conditions which cause rust or corrosion of the equipment.

The Warranty offered by the Company specifically does not cover damage to or failure of any equipment manufactured and/or supplied by the Company and forming part of the installation attributable to: -

- a) The incorrect connection of mains electrical supplies or other electrical services or to the connection to an electrical supply not of the correct voltage and/or frequency
- b) Blocked or dirty air filters
- c) Damage to evaporator or condenser coils due to an airside blockage or restriction or to corrosion damage caused by atmospheric pollutants.
- d) Damage to condenser coils due to an airside blockage or restriction or to corrosion damage caused by water-borne or air-borne pollutants.
- e) Refrigerant of an incorrect type, quality or quantity being added to the system at any time following delivery to the address specified by the purchaser.
- f) Defects in installation practices including but not limited to brazing, leak and pressure testing and evacuation.
- g) The equipment manufactured and/or supplied by the Company being operated beyond the parameters for which it was designed, or exceptionally further parameters agreed in writing by the Company.
- h) Lack of or inadequate preventive maintenance
- i) The equipment manufactured and/or supplied by the Company being operated outside the relevant specifications published by the Company.
- j) Consumable parts including, but not be limited to, air filters, water strainers, oil filters, and refrigerant driers.
- k) Insect or vermin infestation.



## CARRIER WARRANTY TERMS AND CONDITIONS

The purchaser of any equipment manufactured and/or supplied by the Company is referred to the Company's Standard Conditions of Sale. Unless specifically requested by the Company defective items that are to be the subject of a Warranty Claim need not be returned to the Company by the Customer in order for the Claim to be verified. However, the Carrier Customer is required to retain possession of the defective item/s until the Warranty Claim has been settled and to return such item/s to the Company if requested. Items, which are destroyed or otherwise made unavailable for return to the Company before the Company has given, written approval for disposal, will cause the Warranty Claim to be rejected. Any items which are returned to the Company must be securely packed and accompanied by a copy of the completed Warranty Claim Form affixed to the outside of the packaging and clearly visible. The return to the Company of any items that are the subject of a Warranty Claim will be at the Customer's risk.

The top copy of the Warranty Claim Form and a copy of the engineer's site report covering the work in respect of which the appropriate labour allowance is being claimed must be forwarded by post to the Company at the address specified below, on the warranty online portal or otherwise as required by the Company.

A Warranty Claim will not be processed unless and until the Company has received a correctly completed Warranty Claim Form, irrespective of whether or not the defective part to which the Claim refers is to be returned to the Company.

Reasonable third-party costs for the return of items under Warranty will be reimbursed provided a copy of the carrier's invoice accompanies the Warranty Claim Form. Reimbursement will be limited to the carrier's charges for normal delivery and will be paid direct to the Customer. The Company will not accept third party invoices for payment other than via the reimbursement procedure. Unless authorised by the Company in advance, the Company will not accept charges for next day or other special deliveries. The Company is unable to accept liability for the non-delivery or damage in transit of any items despatched to the Company.

All correspondence relating to Warranty matters and items being returned under Warranty to the Company should be addressed as below or as otherwise directed by the Company:

The Warranty Controller  
Carrier Solutions UK Ltd  
Unit 15, S Park Business Park  
Hamilton Road  
Stockport SK1 2AE

Tel 0330 2368630  
Email [Warranty@toshiba-ac.com](mailto:Warranty@toshiba-ac.com)

The Warranty Claim Form, and a copy of the carrier's invoice and the defective part where appropriate must be received by the Company within 28 days of the removal of the appropriate part. Non-compliance will create a delay in the processing of the Warranty Claim and may cause it to be rejected.

In cases where the Warranty Claim Form has not been properly completed the form will be returned to the Customer for correction and a further 28-day period will be allowed for the form to be returned to the Company. If this period is exceeded or it is necessary to return the form to the Customer more than twice then the Company reserves the right to disqualify the claim. Failure to return the original Warranty Claim Form within 60 days will render the Warranty Claim invalid.

The Customer will be notified by the Company in writing upon the acceptance of a Warranty Claim and permission will be given to dispose of any parts as appropriate. Any parts to which the Warranty Claim refers, and which have been returned to the Company will become the property of the Company upon the agreed value of the claim having been credited to the Customer's account.

The Customer will be notified by the Company in writing upon the rejection of a Warranty Claim and any part(s) that have been returned to the Company under Warranty will be retained for 28 days pending further instructions from the Customer. The Company shall be entitled to dispose the relevant part(s) if instructions are not received within the specified period. The Customer will be notified in writing, should the Company find no fault with any part(s) that have been returned and the part(s) will be returned to the Customer at the customer's expense and the Warranty Claim will be rejected. Parts which are fitted as warranty replacements will be warranted free from defects in manufacture, materials, or workmanship for a period of twelve months from the date of fitting or for the remainder of the Warranty period of the unit in question whichever is the longer. The Company reserves the right to examine [with the appropriate permission] any installation in respect of which a Warranty Claim has been made.

The Company will pay a standard labour allowance in respect of items that are replaced under warranty. Any relevant allowance must be claimed on the same Warranty Claim Form on which the parts that are claimed to have failed are detailed. The labour allowance is intended to offset the cost to the Customer of carrying out a particular task during normal working hours.

The Company will not under any circumstances accept any charges/claims in respect of equipment required for removing refrigerant from or adding refrigerant to the unit/system, travel expenses, out-of-hours working, specialist equipment costs, any other loss other than described above whether the claim is for consequential losses, loss of profit, economic loss or similar claims for damages arising from the failure of any equipment manufactured and/or supplied by the Company. Where more than one task is carried out simultaneously on the same equipment only one labour allowance may be claimed for, and this will usually be the higher of the charges related to replacement of the defective equipment.

Please note that there is one level of payments available from the Company. The standard warranty labour allowance will apply in all cases subject to our standard warranty terms and conditions. Parts or goods supplied beyond the warranty period for any equipment do not qualify for any labour allowance.



## CARRIER EXTENDED WARRANTY WARRANTY PARTNER TERMS AND CONDITIONS

Customers can benefit from an extended warranty scheme over and above the standard 5 years currently offered. To qualify for extended warranty all engineers including sub-contractors routinely working on Carrier air conditioning equipment shall have a current training course Cardholder registration number (valid for 3 years from date of issue and subject to attendance for any new or later generation equipment training courses) and must have completed the RAV DIC/DI/SDI, VRF and Controls training courses. Various Carrier technical training courses are conducted annually (actual courses required will be confirmed in writing by the Carrier training department). On completion of this training the Company will provide certification to confirm acceptance and advise of the warranty conditions.

To qualify for extended warranty status the following must be achieved:

1. All Carrier Installers must have signed either Approved Warranty Partner F-Gas registered to extend warranty period to 7 years term or Platinum REFCOM Elite registered Warranty Partner to extend warranty period to 10 years term agreement and been approved by the Company. Each agreement is subject to annual renewal.
2. The customer must have achieved the minimum training level as set out by the Company's training department. The training covers the Customers own engineers as well as any sub-contract labour used.
3. A Carrier approved commissioning sheet must be completed and returned to the Company's technical department for approval. If approved, the Company's technical department will send a certificate covering the equipment on the commissioning sheet confirming that the extended warranty period has been activated and is in place. Please note that the extended warranty period will not be activated until the certificate is provided. (Please see item 9 below).
4. To maintain the extended warranty period on the certified equipment, the equipment must be maintained as per the Company's guidelines throughout the period of the warranty by an Approved Warranty Partner F-Gas registered or Platinum REFCOM Elite registered Warranty Partner. Failure to comply will result in the withdrawal of the extended warranty period cover by the Company.
5. Maintenance records must be available on site for our technical team to inspect at all times. Should a Carrier technical team member visit site and the records are not available, the Company reserve the right to withdraw the warranty or revert back to the standard 12 months from delivery warranty terms and conditions.
6. The Company reserve the right to offer a labour allowance as set out in the schedule enclosed or carry out the required works through a Carrier technical team member.
7. The warranty is restricted to Carrier manufactured equipment only and does not cover any third party equipment or any interconnecting services.
8. Please note that should the Company's technical team advise that a warranty failure is due to installation error rather than manufacturers defect, then the visit would be chargeable at the Company's standard rates. Please note that a purchase order would be required to cover this eventuality prior to attending site. Abortive site visits may also be chargeable if the failure to proceed is not due to the Company.
9. Administration for Carrier's commissioning and warranty processing was transferred to our website in 2016. All sites must be logged and processed on the Company's website Commissioning and Warranty portal when the Customer receives confirmation and instructions form the Company to activate their account. Commissioning sheets must be processed online and shall be subject to approval by the Company's technical department. If correctly completed and approved, the Company's technical department will issue a certificate covering the equipment on the online commissioning sheet confirming that the extended warranty period has been activated and is in place. Please note that the fully

comprehensive warranty will not be activated until the certificate is issued. Replacement parts for warranty claims must be processed online. Evidence of service and maintenance records shall be facilitated on the website enabling Customers to upload documents.

The Company agrees to supply and replace defective components which have failed within the relevant warranty period subject to all of the following terms and conditions:

- The equipment is installed and operated in accordance with the manufacturers design criteria and;
- The electrical power supply to the equipment is within acceptable tolerances and conforms to local legislation and;
- The component/components have not failed as a result of misuse or defective installation and;
- The warranty claimant has correctly identified the component/component failures and;
- There is no acceptance of design liability given or implied by our presence on site and;
- The replaced components will be subject to a twelve month defect warranty covering both the component and labour element of the repair by a Carrier Platinum REFCOM Elite warranty partner and;

Where the standard warranty of the system exceeds the twelve month component warranty, the standard warranty will take precedence and;

- Work will only be undertaken where reasonable safe access is available. Where specialist access equipment is required, responsibility for provision will rest with the warranty claimant and;
- Where access and work permits are required before undertaking any works, responsibility for provision will rest with the warranty claimant and;
- Where Method Statements are required before works are undertaken, responsibility for provision will rest with the warranty claimant.
- All work undertaken by the Company will be in strict accordance with Company's Health & Safety Policy.

On compliance with the above terms, the Company would be happy to undertake the replacement works on behalf of the Customer for UK Mainland sites only to the maximum value of the labour allowance detailed in the Company's extended warranty period labour allowance table for the fitting of replacement parts. Any cost over and above the allowance rate applicable will be chargeable extra to the Customer, for example where equipment must be removed from site or access is restricted. Alternatively, the company would be happy to offer the labour allowances as notified from time to time which we feel will cover the reasonable costs of the required works. All other terms and conditions as per the Company's warranty guidelines apply.

The Company specifically excludes to undertake the replacement works on behalf of the Customer for N. Ireland, the Republic of Ireland, the Isle of Man, the Channel Islands and the Scottish Highlands and the offer of labour allowances as notified from time to time which we feel will cover the reasonable costs of the required works shall apply.

Please note the service offered by the Company for replacing faulty components requires the agreement of our terms and conditions and site restrictions. These are available upon request from the Technical department. It is still the responsibility of the contractor to identify the part which has failed and complete the warranty process in the normal way. The Company will provide the part replacement service and a Carrier report will be issued upon completion.

The Company reserve the right to change or amend this service by publishing any changes on the Company website [www.toshiba-aircon.co.uk](http://www.toshiba-aircon.co.uk).

## WARRANTY LABOUR ALLOWANCE FOR THE FITTING OF REPLACEMENT PARTS

### Residential Inverter

Condenser or evaporator coil	£110.00
Compressor	£110.00
Indoor fan motor or impeller	£68.00
Outdoor fan motor or impeller	£46.25
Capillary tubes, 4-way valve, HP switch	£93.50
Indoor printed circuit board	£62.00
Indoor electrical component [transformer, pump etc...]	£35.00
Outdoor printed circuit board, transistors and associated electrical/electronic items	£80.00
Solenoid, PMV, 4-way valve coils	£41.00
Casing or cabinet parts	£35.75

### Light Commercial Inverter

Condenser or evaporator coil	£135.50
Compressor	£135.50
Capillary tubes, 4-way valve, HP switch other refrigeration parts	£135.50
Indoor fan motor [non ducted models]	£68.00
Indoor fan motor [ducted models]	£93.50
Indoor unit printed circuit board	£62.00
Indoor unit sensors [each]	£25.00
Outdoor unit printed circuit board	£46.25
Outdoor unit fan motor [each]	£46.25
Outdoor unit fan blade [each]	£35.75
Outdoor unit sensors [each]	£30.00
Electrical components [lift pump, controller etc...]	£51.50
Casing or cabinet parts	£35.75

### Variable Refrigerant Flow (VRF R410A/R32)

#### Electrical components

Indoor fan motor [non ducted models]	£67.50
Indoor fan motor [ducted models]	£93.50
Indoor unit printed circuit board	£62.00
Indoor Electrical components [lift pump, controller etc...]	£51.50
Outdoor unit fan motor [each]	£46.50
Solenoid, PMV, 4-way valve coils	£41.00
Outdoor unit interface board	£46.50
Outdoor unit gate, inverter board [IPDU] or fan [IPDU]	£41.00
Capacitor or contactor	£67.25
Other electrical components [outdoor unit]	£46.50

#### Refrigeration Components

Compressor	£550.00
Repair \ replacement of components within the refrigeration circuit of the outdoor units (including refrigerant removal)	£220.00
Repair \ replacement of components within the refrigeration circuit external to the outdoor (including system pump down)	£185.00

#### Mechanical

Outdoor unit fan blade [each]	£41.00
Indoor unit fan blade [each]	£35.00
Replacement of cabinet or casing parts	£35.75

### Air to Air Heat Exchangers and Air Curtains

Fan motor or impeller	£93.50
Printed circuit board	£62.00
Non specified electrical components [sensors etc...]	£51.50

### Air to Water Heat Pumps

Condenser coil, Compressor, Heat exchanger	£135.50
Capillary tubes, PMV, HP/LP Switch, 4-Way Valve and LP sensor	£135.50
Indoor or Outdoor unit printed circuit board	£62.00
Indoor sensor, Outdoor unit sensor [each]	£25.00
Outdoor unit fan motor [each]	£46.25
Outdoor unit fan blade [each]	£35.75
Non specified electrical components [contactor, heaters, etc...]	£51.50
Water pump, Flow switch, Expansion vessel, Water tank	£135.50
Non specified water-side components [valves etc...]	£135.50



## NOTES

1. Whenever work is carried out which requires the opening of the refrigeration system a replacement drier of the correct type must be fitted. The cost of the replacement drier may be recovered as part of the Warranty Claim. The cost of fitting the drier and evacuation of the refrigeration system is included in the labour allowance. Unless agreed otherwise by the Company in advance, the Company will not accept any charges in respect of replacement refrigerant.
2. Unless specifically agreed otherwise prior to any work being carried out and other than under the Company's standard Warranty Claims procedure, the Company is not and will not be liable for any costs or claims arising as a result of any failure that occurs during the Warranty period.
3. Labour allowances for work carried out on superseded equipment will be paid according to the current or equivalent nearest model.
4. The Warranty Controller of the Company will determine the validity of Warranty Claims and the classification of the labour allowance.
5. All work carried out on equipment manufactured and/or supplied by the Company, particularly which requires the refrigeration system to be opened should be carried out in accordance with good refrigeration practice and current F-Gas legislation.
6. It is an offence under Section 33 of the Environmental Protection Act 1990 to vent refrigerant or any other controlled substance to atmosphere. All controlled waste as defined by the Act must be reclaimed using equipment designed for the purpose and marked containers designed for refrigerant recovery.

## RETURNS DEAD ON ARRIVAL AND DAMAGED EQUIPMENT

Returns are divided into the following broad areas:

### 1. DEAD ON ARRIVAL [D.O.A]

Equipment that is found to be defective from new as distinct from having failed in service may be classed as 'Dead on Arrival' and at the Company's discretion be replaced.

It is important in the case of equipment that is considered to be D.O.A that the Customer Service Centre of the Company is contacted immediately by telephone or e-mail. The Company reserves the right to replace the entire unit although it is essential that the necessary approvals are obtained from the Company's Technical Support Department and documentation arranged before proceeding. Whilst it is accepted that the equipment in question may have been installed the Company requires it to be returned for inspection in an otherwise undamaged condition and preferably securely packed in its original packaging and complete with any accessories, literature etc. contained within the packaging at delivery.

Following the Company agreeing to the D.O.A claim the Customer will submit their official order for a replacement unit. Unless specifically agreed otherwise in writing by the Company an invoice will be submitted by the Company for the replacement unit, to be credited once the unit has been returned to the Company inspected and the Claim verified. At the time of ordering the replacement unit the Customer will be provided with a Returns Material Advice ('RMA') reference number and arrangements will be made for the equipment in question to be collected, preferably coincidental with the delivery of the replacement unit. Otherwise, the Company shall arrange for collection at the earliest opportunity thereafter. Costs incurred by the Customer in respect of replacing the unit in question shall be discussed and agreed with the Company prior to the work being carried out. The Company shall not be bound to accept invoices or other claims for such costs unless specifically agreed in advance.

***A Warranty Claim Form must not be used for D.O.A. claims.***

### 2. DAMAGED EQUIPMENT

Claims relating to equipment received in a damaged condition must be supported by signed copies of the relevant delivery notes and, where relevant, carrier's documentation and submitted to the Company within five working days of the delivery. It is essential that the equipment be returned to the Company securely contained within its original packaging and protected from further damage. Claims in respect of damaged equipment will be rejected where it is evident that the equipment in question has been installed and/or is not returned within its original packaging. In cases where the damage to the unit is superficial the Company may at its discretion and by agreement with the Customer supply replacement external panels.

Authorisation to return equipment must be obtained from the Customer Services Department before any exchange is made.

***A Warranty Claim Form must not be used for Damaged Equipment claims.***

## RETURNS INCORRECTLY ORDERED EQUIPMENT OR INCORRECTLY SUPPLIED EQUIPMENT

### INCORRECTLY ORDERED EQUIPMENT

The Customer must inform Carrier Solutions UK Ltd without delay in the event of delivered equipment being found to have been ordered incorrectly. The cost of returning the equipment to the Company must be borne by the Customer.

The Customer may by agreement with the Company retain and pay for the equipment for use at a later date.

The Company may at its discretion levy a restocking charge for returned incorrectly ordered equipment. The Company will charge the Customer the full cost for the returned goods that prevents its re-sale when: -

1. Equipment is damaged.
2. Packaging is damaged.

### INCORRECTLY SUPPLIED EQUIPMENT

The Customer must inform Carrier Solutions UK Ltd without delay in the case of the incorrect equipment having been delivered by the Company. Following the Company agreeing to the claim the Customer will submit their official order for a replacement unit.

Unless specifically agreed otherwise in writing by the Company an invoice will be submitted by the Company for the replacement unit, to be credited once the unit has been returned to the Company and inspected. At the time of ordering the replacement unit the Customer will be provided with an 'RMA' reference number and arrangements will be made for the equipment in question to be collected, preferably coincidental with the delivery of the replacement unit. Otherwise, the Company shall arrange for collection at the earliest opportunity thereafter. Costs incurred by the Customer in respect of replacing the unit in question shall be discussed and agreed with the Company prior to the work being carried out. The Company shall not be bound to accept invoices or other claims for such costs unless specifically agreed in advance.

It is essential that the equipment be returned to the Company securely contained within its original packaging and protected from damage. The Company may at its discretion refuse the return of incorrectly delivered equipment, which is returned to the Company in a damaged condition or not within its original packaging. Claims will also be refused where it is evident that the equipment in question has been installed.

***A Warranty Claim Form must not be used in respect of incorrectly ordered or supplied equipment. The Company may request photographic imagery for incorrectly ordered/supplied equipment.***

## SPARES / REPLACEMENT PARTS

Spares or replacement parts required for repairs under Warranty must be ordered from the Company's spares department in writing or online portal. It must be clearly stated that the items are required for a repair under Warranty and the order should contain the following information: -

1. Order Number of the Company placing the order
2. Model and serial no. of the unit to which the replacement part is to be fitted.
3. Part number and/or description of the replacement part required.
4. Delivery address, contact name and telephone number.

The Company does not accept responsibility for errors in type, quantity or delivery of replacement parts that occur due to the instructions given by the Customer being unclear or incorrect.

Delivery of spare/replacement parts will normally be by road carrier or post at the discretion of the Company. Delivery by such methods will be free of charge and usually within 2-3 days.

Special delivery may be arranged upon request for which an additional charge as detailed below will be made.

***Delivery costs may not be recovered by way of a Warranty Claim.***

The price schedule applies to the United Kingdom mainland [excluding the Scottish Highlands] only. Delivery charges for Northern Ireland, Eire, the Isle of Man, the Channel Islands, and the Scottish Highlands will be supplied on request to the Company. Any request for a special delivery must be clearly stated at the time of ordering and before 1400hrs on the day of ordering.

The Company will not accept telephoned orders. However, it is advisable that the part number, availability and purchase price be determined before the Customer submits a written order. The Company will not process any request for spare or replacement parts unless and until the Company receives a written purchase order from the Customer.

Delivery will be to the Customer's account address unless advised otherwise. Delivery elsewhere or to site may be arranged but the Company cannot accept responsibility for delay, loss of or damage to any consignments received by a third party.

The Company in processing Customer's orders will take every care but the Company is unable to accept responsibility for any consequential loss arising from late deliveries.

<u>DESCRIPTION</u>	<u>COST</u>	<u>COST FOR COMPRESSORS</u>
Next working day – any time [Excludes Saturdays & Sundays]	£10.00	£25.00
Next working day – before noon [Excludes Saturdays & Sundays]	£15.00	£40.00
Next working day – before 10.30 [Excludes Saturdays & Sundays]	£20.00	£45.00
Next working day – before 09.30 [Excludes Saturdays & Sundays]	£35.00	£50.00
Saturday	£40.00	£50.00

The above prices are subject to VAT.

## TECHNICAL SUPPORT SITE SERVICES AND SITE VISITS

### TECHNICAL SUPPORT

The Company provides a telephone technical support service for installation, commissioning, and service/maintenance engineers in the field and for consultants, specifiers, and end-users. This telephone support service is available 24 hours 7 days a week, 364 days a year, (Service not available on Christmas Day).

Support is also provided by way of the issuing of: -

Wiring diagrams, Pipe work layout drawings, Control schemes, Equipment layouts, System configurations, Pipe sizing details, Refrigerant charge calculations, Fault codes & Trouble-shooting guidance.

### SITE SERVICES

The Company also offers a range of additional site services which are chargeable. This ranges from providing a system health check, a Compressor change scheme, through to offering a full commissioning service: -

- ***Trouble Shooting Equipment On-site***
- ***VRF System Health Check***
- ***VRF Commissioning Service***

### SITE VISITS

The Company provides field support for installation, commissioning and service engineers working on equipment manufactured by the Company. This support is in an **advisory** capacity only and it is a condition of the Company that all necessary materials, equipment, ladders, staging, lifting equipment, refrigerant, reclaim units or other specialist equipment is supplied by the Customer during on-site support visits by the Company. The Company may at its discretion make computer-monitoring equipment available for on-site use during the course of a VRF start-up or investigative visit.

The Company will endeavour to arrange on-site visits for the earliest possible date convenient to the Customer, such visits being subject to the availability of a Technical Support Engineer.

Any site visit carried out by a Technical Support Engineer from the Company will be conditional upon the Company having previously received a purchase order from the Customer.

The purchase order from the Customer must contain the following information: -

- Site address.
- Site contact.
- Date and time of the visit as agreed.
- Details of the equipment.
- Brief résumé of the problems being experienced or the purpose of the visit.
- System address schedules if known and request to change including required updates.
- System configuration settings if known and request to change including required updates.

The Company will issue an acknowledgement of the order by e-mail. The Company reserves the right to make a charge for a site visit and a scale of charges is detailed below. Customers who do not hold an account with the Company should arrange site visits through the Company's authorised Carrier Distributor, Wholesaler or Re-seller.

Unless specifically agreed in writing it is a condition of attendance that the Customer's engineer is in attendance.

### CHARGES FOR ON-SITE TECHNICAL ASSISTANCE

- First 5 Hours (maximum) UK Mainland (includes for time and mileage) **£ 420.00 +VAT.**
- 5 to 10 Hours (maximum) UK Mainland (includes for time and mileage) **£ 680.00 +VAT.**

Technical Assistance prices are subject to work being carried out simultaneously on-site at the same geographical location and within the same working week Monday to Friday.

## TECHNICAL SUPPORT VRF COMMISSIONING

### VRF COMMISSIONING

We offer a chargeable commissioning service where we will play an active role in getting the Carrier equipment up and running, full details available in the Site Services booklet which is available on request.

The Company can accept NO responsibility or liability for the quality or the design of the installation itself and our involvement does not convey nor imply technical approval of the installation.

The Company reserves the right to make a charge for abortive visits.

Any requests by the Customer for attendance by a technical support engineer from the Company during the commissioning of a VRF system must be made by way of a purchase order from the Customer and be received by the Company at least one week in advance of the date on which the site visit is required. The Company will issue an acknowledgement of the order by e-mail.

It is essential that the following items are checked and verified prior to the attendance of a technical support engineer from the Company during the commissioning of a VRF system.

1. All electrical supplies, services and controls wiring are in place, complete and correctly routed to the respective components.
2. All refrigeration pipe work has been correctly installed, adequately leak-tested using oxygen-free nitrogen and correctly routed to the respective "Flow Selector boxes" and or indoor units.
3. All external refrigeration pipe work, "Flow Selector Boxes" and indoor units must be properly dehydrated by evacuation. It is recommended that a vacuum of 2000 microns / 2 Torr or better be achieved over a period of not less than twelve hours and held without rise over a period of not less than two hours. The Company will not allow the commissioning to proceed if satisfactory assurances are not received from the Customer that the required vacuum has been achieved. *[Note: Serious system malfunction and potential component failure may result if non-condensables are present within an operating system].*
4. The mains electrical supply to the outdoor unit only must be made live for twelve hours immediately prior to the initial start-up of the compressor.
5. Address schedules have been pre-arranged and submitted in writing prior to site attendance by a technical support engineer from the Company to undertake commissioning.
6. Configuration settings have been pre-arranged and submitted in writing prior to site attendance by a technical support engineer from the Company to undertake commissioning.

The Company reserves the right to make a charge as appropriate in respect of any delays or aborted visits which arise from the Customer's failure to comply with any of the above.

Site visits will, where appropriate, be charged by the Company to the Customer at the following rates: -

First five hours (maximum) [including travelling to site]	<b>£ 420.00 +VAT.</b>
Minimum charge	<b>£ 420.00 +VAT.</b>
Full day (10 hours maximum) [including travel time]	<b>£ 680.00 +VAT.</b>

Incidental charges including parking, congestion charge, fares, accommodation, or other related incidental expenses would be charged to the Customer at cost. Spare/ replacement parts will be charged to the Customer at the trade price prevailing at the time of sale.

Enquiries, which the Customer may have in connection with this document, or its interpretation, should be forwarded to the Company at the address specified or otherwise as directed.

## TECHNICAL SUPPORT VRF COMMISSIONING

### CONDITIONS FOR VRF COMMISSIONING SERVICE

It is a condition prior to the Company undertaking commissioning services that works have been completed: -

- All electrical supply and control-wiring cables are complete and correctly routed to respective system Components and where applicable LAN addresses have been correctly set and all wiring has been electrically tested.
- Pipe work is correctly installed, has been pressure tested to 1.3 times allowable working pressure and has been correctly routed and connected to respective system(s) indoor and outdoor units.
- System(s) have been adequately evacuated (we recommend that a vacuum of 2 Torr should be achieved) and where necessary, access valves have been fitted at strategic points on the pipe work to facilitate vacuum pump connection.
- Prior to commissioning, where fitted, crankcase heaters have been powered for a minimum of 12 hours prior to starting the system(s)

### TERMS FOR VRF COMMISSIONING SERVICE

The Company; -

- Accepts NO responsibility or liability for the quality or the design of the installation and connected mechanical services supplied by the Customer, its sub-contractor(s), or agent(s) and any other third parties.
- Any involvement in undertaking VRF Commissioning Service does not convey nor imply technical approval of the installation how so ever implied.
- At least 7 day notice is required to arrange VRF Commissioning Service.

### VRF COMMISSIONING SERVICE EXCLUDES

- All internal and external mechanical and electrical installation works and materials.
- Builders works.
- Condensate pump(s) unless fitted as standard ex-factory.
- Air Balancing on ducted installations.
- Mains electrical power supply(s).
- Out of normal hours working.
- Additional refrigerant gas charge.
- Oxygen-free Nitrogen for pressure testing.
- Scaffolding, ladders, access platforms (powered or mechanical) and crane hire.
- Local authority approval(s).
- Road Closure.
- Main Contractors Discount (MCD).

## TECHNICAL SUPPORT VRF HEALTH CHECK

### VRF SYSTEM HEALTH CHECK

The Company provides field support to carry out a detailed health check for Carrier VRF equipment, R22, R407C and R410A.

The VRF Health Check, is conducted in an advisory capacity only and it is a condition of the Company that all necessary materials, equipment, ladders, staging, lifting equipment, refrigerant, reclaim units including storage cylinders or any other specialist equipment is supplied by the Customer when the Company is providing on-site service support visit(s). The Company shall not be responsible for procurement or payment for the aforementioned.

Any site visit carried out by a Technical Support Engineer will be conditional upon the requesting Customer having a current and active trading account with the Company and the Company being in receipt of an authorised purchase order issued by the Customer for any necessary works or services to be supplied. Customers who do not have an active trading account with the Company should contact an authorised Carrier Distributor, Wholesaler or Re-seller who will be able to arrange the appropriate assistance. The purchase order from the Customer authorising the work(s) must contain the following information: -

Site address.

Site contact.

Date and time of agreed site visit.

Location of equipment on-site and details of model reference number(s).

Brief description of works required or reason for site visit.

### VRF HEALTH SYSTEM CHECK SHALL COMPRISE THE FOLLOWING

- Visual Inspection of the Installation.
- Visual Inspection of the Indoor and Outdoor Units and Associated Control(s).
- Connection of Carrier Diagnostic Solutions and Record Dyna Doctor Data for System(s).
- Running System(s) in Cooling Operation.
- Running System(s) in Heating Operation.
- Electronic Check of Process Data for Remote Controller(s).

On completion of the inspection Carrier will produce a comprehensive report outlining our findings.

### CHARGES FOR ON-SITE VRF SYSTEM HEALTH CHECK ARE

UK Mainland (10 hours maximum) (includes for time and mileage)

**£ 680.00 +VAT per day.**

VRF Health Check price is subject to work being carried out simultaneously on-site Monday to Friday normal working hours.

## TECHNICAL SUPPORT SITE SERVICES CONDITIONS

### IMPORTANT NOTES FOR TECHNICAL SERVICE

- The Company means Carrier Solutions UK Ltd.
- The Customer means the organisation or person employing the Company.
- The Company may at its discretion use computer-monitoring equipment to investigate and aid equipment diagnosis during the course of any site visit.
- The Company will endeavour to arrange on-site visit(s) for the earliest possible date convenient to the Customer, such visit(s) being subject to the availability of a Technical Support Engineer.
- The Technical Support Engineer must be accompanied by the customer (installer/contractor) at all times during site attendance. The customer (installer/contractor) must be familiar and have a working knowledge of the site and installed equipment. In the event of any delay deemed to be caused by lack of familiarisation or knowledge the Company reserves the right to charge for any abortive time incurred.
- For attendance out of normal hours after 17:00 and before 08:00 including all day Saturday and Sunday and Bank Holidays prices stated in the Technical Services Price List (detailed above) are subject to a surcharge of 1 ½. The above rates exclude train, air and ferry transport cost(s), congestion charge(s), parking fee(s), hotel and meal allowance cost(s) or any related incidental cost(s) all of which are chargeable extra to the agreement/order by the Company in the event of incurring these costs whilst undertaking any on-site support works/service.
- Any replacement spare part(s) fitted or used shall be chargeable extra to the Customer at the trade price at the time of sale/ruling unless subject to warranty (terms and conditions stated in the Warranty section of this document).
- Agreed Price List discounts are NOT applicable to any prices detailed in the Technical Services Price List. Prices detailed are subject to change at the Company's discretion.
- The prices stated in the Technical Services Price List (detailed above) are Net and exclude VAT which shall be added at the appropriate rate at the time of invoicing.
- On-site attendance is subject to availability and is offered in accordance with our standard terms and conditions, copy available on request.
- Our operatives are governed by the requirement to work safely at all times and to ensure the safety of others under their supervision. In this respect, the Customer shall ensure that all access points to equipment at high level are adequate and safe and fully comply with Health & Safety at Works Regulations and relevant legislation.
- Any technical Services, commissioning or site services undertaken by the Company for new or existing installations, refurbishment works or on site assistance does not expressly mean or substantiate that equipment has been installed correctly by others.

The manufacturer reserves the right to change the product specifications and services without notice.

Specification and services are subject to change without notice.

## AIR CONDITIONING MAINTENANCE REQUIREMENTS

The objective of undertaking regular maintenance is to maintain the original performance levels, identify potential component failure and adhere to the requirements the F-Gas regulations. The frequency of maintenance will vary according to the application and location of the equipment but will typically be undertaken biannually.

### BENEFITS OF REGULAR MAINTENANCE

- Ensure peak performance of the system.
- Maintain energy efficiency levels.
- Reduce operating costs.
- Identify potential component failures.
- Extend system operational life.
- Maintain good air distribution.
- Maintain system warranty.

### SUGGESTED MAINTENANCE PROCEDURES

- Clean indoor air filter(s), heat exchanger and fan impellor(s). The airflow should not be less than 80% of the specification value. Filter cleaning should be maintained at a frequency suited to the application to ensure efficient operation.
- Clean outdoor heat exchanger. The airflow should be maintained at 80% of the specification value and the frequency of maintenance should be suited to the application and location.
- Inspect and repair any damage to the frame, panels or supports.
- Check indoor/outdoor fan motor(s) rotation and bearing wear.
- Confirm electrical supplies are within acceptable tolerances.
- Confirm all electrical connections are secure, with no sign of overheating.
- Confirm correct operation of electrical isolators and safety systems.
- Where applicable check that voltage drop across contactor(s) does not exceed 1 Volt.
- Inspect and test condensate pump(s).
- Inspect and test condensate drain(s) and clean where necessary.
- Inspect condensate tray and clean where necessary.
- Undertake refrigerant leak check in accordance with F-Gas regulations.
- Measure and record discharge and sub-cooled liquid temperatures.
- Check general performance including air distribution patterns.
- Measure and record air on and air off temperatures on indoor unit(s).
- Check controls settings, fault code history and sensor data.
- Leave accurate maintenance and refrigerant movement records on site.



## TECHNICAL SUPPORT 24/7 364 DAYS

Carrier Solutions UK Ltd offers a full and comprehensive technical service to our customers, starting with a 24/7 telephone technical response service. Enquiries are handled by trained technical engineers with "hands on" field experience of air conditioning systems enabling them to provide a vast knowledge of Carrier air conditioning products.

### TO SPEED YOUR ENQUIRY, WE REQUEST THAT YOU PROVIDE THE FOLLOWING BASIC INFORMATION

The following are examples of model references for Carrier brand air conditioning equipment: -

Brand	Range	Model	Product
Toshiba	RAS-	B10E2KVG-E	(Residential type)
Toshiba	RAV-	GM1101ATP-E	(Light Commercial type)
Toshiba	MMY-	MUG1401MT8P-E	(VRF outdoor type)
Toshiba	MMD-	UP0121BHP-E	(VRF indoor type)
Toshiba	RBC-	AMSU 52-E	(Controls type)
Carrier	38VT	010173HQEE	(VRF outdoor type)
Carrier	40VU	024R-7E-QEE	(VRF indoor type)
Carrier	40VC	W217FQEE	(Controls type)

*The above are examples ONLY, early, and later products will have different references.*

### FAULT CODES ARE AVAILABLE VIA A NUMBER OF SOURCES

Brand	Range
Toshiba	<b>RAS</b> Infra-red remote controller used in service mode by pressing the "Check" button and via LED's located on the indoor unit.
Toshiba	<b>RAV</b> Hard wired remote controller and via LED's located on the outdoor unit and some indoor units.
Toshiba	<b>VRF</b> Hard wired remote controller and via Digital Display located on the outdoor unit using rotary switches and is dependent on model type and some indoor units.
Carrier	<b>VRF</b> Indication on wired controller (hex) and Digital LED display indication on master unit.

### FAULT CODES LISTS ARE AVAILABLE VIA

- [Smart Phone Apps](#)
- Web Page [www.toshiba-calc.co.uk](http://www.toshiba-calc.co.uk)
- Technical Literature Publications
- Email [technical.enquiries@toshiba-ac.com](mailto:technical.enquiries@toshiba-ac.com)
- Technical Helpline **0330 2368630**

In addition to the above support solutions Carrier Solutions UK Ltd can assist on site, for issues that are difficult to identify. Please contact Carrier Solutions UK Ltd Technical Support on 0330 2368630 for assistance and advice relating to on-site support services.

Carrier Solutions UK Ltd.'s aim is to provide our customer with the best support services in the industry. In the unlikely event of our service support not meeting your expectations or if you have a specific requirement not listed in this publication please contact: -

<b>Post</b> UK Technical Manager Carrier Solutions UK Ltd Unit 15 S:Park Business Park Hamilton Road Stockport Greater Manchester SK1 2AE	<b>Email</b> <a href="mailto:technical.enquiries@toshiba-ac.com">technical.enquiries@toshiba-ac.com</a>  <b>Telephone</b> 0330 2368630
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## CUSTOMER SERVICE TOOL

Please refer to page 7 Extended warranty period Warranty Partner Terms and Condition, clause 9

***Website based for automated processing***  
***Unique login for customer access***  
***Data profile and site information restricted and secure***





**TOSHIBA**



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## Office Locations

### Leatherhead

Carrier Solutions UK Ltd  
United Technologies House  
Guildford Road  
Leatherhead  
Surrey  
KT22 9UT

**Tel: 01372 220 240**

[marketing.uk@toshiba-ac.com](mailto:marketing.uk@toshiba-ac.com)

### Manchester

Carrier Solutions UK Ltd  
Unit 15 S:Park Business Park  
Hamilton Road  
Stockport  
Greater Manchester  
SK1 2AE

**Tel: 0330 236 8630**

[sales.support@toshiba-ac.com](mailto:sales.support@toshiba-ac.com)

### Plymouth

Carrier Solutions UK Ltd  
Porsham Close  
Belliver Industrial Estate  
Plymouth  
Devon  
PL6 7DB

**Tel: 0330 236 8630**

[sales.support@toshiba-ac.com](mailto:sales.support@toshiba-ac.com)

## Departmental Contact Details

### Sales Order Processing

0330 236 8630 option 1

[sales.support@toshiba-ac.com](mailto:sales.support@toshiba-ac.com)

### Spares

0330 236 8630 option 3

[spares@toshiba-ac.com](mailto:spares@toshiba-ac.com)

### Technical

0330 236 8630 option 5

[technical.enquiries@toshiba-ac.com](mailto:technical.enquiries@toshiba-ac.com)

### Pre-sales Team

01372 220 266 option 2

[projects.uk@toshiba-ac.com](mailto:projects.uk@toshiba-ac.com)

### Warranty

0330 236 8630 option 4

[warranty@toshiba-ac.com](mailto:warranty@toshiba-ac.com)

### Training

0330 236 8630 option 6

[toshiba.training@toshiba-ac.com](mailto:toshiba.training@toshiba-ac.com)

[www.toshiba-aircon.co.uk](http://www.toshiba-aircon.co.uk)



Air Conditioning offering total HVAC Solutions