Adia Thermal Ltd
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Warranty Policy

Adia Thermal Ltd ("Adia", "we") warrants the Adia Hub, Flow Balancing Valves, Ambient Temperature Sensors and accessories against defects in materials and workmanship for the periods set out below. The warranty is free and comes on top of your legal rights.

1 About this warranty

This warranty covers Adia systems installed in properties in the United Kingdom. It's given to the owner of the property where the system is installed, and passes to the new owner if the property is sold.

2 How long the warranty lasts

PRODUCT	WARRANTY PERIOD	COVER
Adia Hub	7 years	Parts and labour in year 1, parts only in years 2 to 7
Flow Balancing Valves (radiator and underfloor)	2 years	Parts only
Ambient Temperature Sensors	2 years	Parts only
Accessories supplied by Adia (underfloor power supply, repeaters, CT clamp)	2 years	Parts only

Each period starts on the date the system is registered, which your installer does in the Adia app at commissioning. If a system was never registered, the period starts on the installation date.

3 What's covered

The warranty covers faults caused by a defect in materials or workmanship, when the product has been installed and used as set out in this policy. For the Hub, that includes its built-in pump, diverter valve, heat meter, sensors and electronics.

4 What isn't covered

- Faults caused by installation that doesn't follow the Adia Installer Manual
- Heating systems Adia doesn't support, including one-pipe systems

- Heat pumps not on Adia's compatibility list, unless we've approved the integration in writing
- Faults caused by components that conflict with the Adia system, such as zone valves, or a mixing group, blending valve or extra circulation pump on underfloor heating
- Damage caused by sludge, debris, scale or corrosion in the system water
- Batteries in valves and sensors, which run down with use and should be replaced when the Adia app tells you
- Accidental damage, misuse, neglect, frost, flood, fire, lightning or power surges
- Products repaired, opened or modified by anyone we haven't authorised
- Normal wear and tear, and cosmetic marks that don't affect how the product works
- Other equipment in the heating system: the heat pump, its controller and Modbus adapter, the cylinder, radiators, TRV bodies, pipework, and your router or internet connection

5 Conditions

The warranty applies when:

1. The system was installed by a competent heating installer following the Adia Installer Manual in force at the time.
2. The system was commissioned and registered in the Adia app.
3. Every radiator, towel rail and underfloor heating circuit has an Adia Flow Balancing Valve.
4. Every valve and sensor has a good signal to the Hub, with a repeater fitted where needed.
5. A magnetic filter is fitted on the shared secondary return and cleaned as part of routine maintenance.
6. The old heating system was powerflushed before installation, and the system water is kept treated with inhibitor in line with BS 7593.
7. Valve and sensor batteries are replaced when the Adia app says they're low.
8. The Hub stays connected to reliable Wi-Fi or Ethernet, and Adia keeps remote diagnostic access to it.
9. Settings on the heat pump's own controller aren't changed after commissioning, unless Adia agrees.

6 How to make a claim

Contact Adia directly. You don't need to go through your installer.

Phone	0345 257 1001
Email	support@adiathermal.co.uk
WhatsApp or chat	via adiathermal.co.uk

Tell us your name, the property address, what's happening and when it started. Photos or a short video help.

Most issues can be diagnosed remotely. The Hub can run tests on your heating system and send us the results, so please keep it powered and online while we look into it. If we need the product back to inspect it, we'll arrange and pay for the return.

7 What we'll do

If your claim is covered, we'll repair or replace the faulty product free of charge. A replacement will be the same part or one with an equal or better specification, and we'll pay for delivery.

- Valves, sensors and accessories are covered for parts only. Valves and sensors are designed to be swapped by the homeowner, so we'll send the replacement with instructions.
- For the Hub, we'll usually replace the faulty part, such as the pump, rather than the whole Hub. We supply the part and guidance for your installer to fit it, and in the first year we pay the installer's labour. In years 2 to 7, the warranty covers the part and its delivery. It doesn't cover installer labour.
- A replacement part or product is covered for the rest of the original warranty period.

If we find the product isn't faulty, or the fault isn't covered, we'll tell you before any chargeable work is done.

8 Software and connectivity

Warranty service needs Adia to have remote access to the Hub. We use it to diagnose faults, run tests on your heating system and install software updates, which are free. The Hub needs a working Wi-Fi or Ethernet connection for this, and to optimise your system. Problems with your router or internet service aren't product faults.

This warranty covers the Adia hardware. It isn't a guarantee of running costs, energy savings or heat pump efficiency. Where a running-cost guarantee is offered, by your installer or energy supplier for example, that company gives it on its own terms.

9 Your legal rights

This warranty is in addition to your rights under the Consumer Rights Act 2015 and doesn't affect them. Those rights are against the business that sold you the system, which is usually your installer.

Goods must be of satisfactory quality, fit for purpose and as described. For 30 days after you take ownership you can reject faulty goods for a full refund. After that, the seller gets one chance to repair or replace before you can ask for a refund or price reduction.

A fault that shows up in the first six months is presumed to have been there from the start. You have up to six years to bring a claim in England, Wales and Northern Ireland, and five years in Scotland. Citizens Advice can give you free advice on your rights.

10 Contact and changes

Adia Thermal Ltd, registered in England and Wales, company number 14499960. Registered office: 86-90 Paul Street, London EC2A 4NE.

Phone 0345 257 1001, email support@adiathermal.co.uk, or message us through adiathermal.co.uk.

We may update this policy. Your system is covered by the version in force on the date it was registered. You can ask us for a written copy at any time.