Hep$_2$O

Plumbing and Heating Systems

Standards and Warranties

Hep$_2$O Flexible Push-fit Plumbing

Hep$_2$O Guarantee

Due to a rigorous quality control and testing programme, Hep$_2$O carries a 50 year guarantee against defect in materials or manufacturing of all its pipe and fittings.

Terms & Conditions

As outlined in the Hep$_2$O installation guide, the only stipulation is that good, professional installation practice is followed. This includes working with the peak life cycle operating temperatures and pressures detailed on page 9 of the installer guide. The 50 year period begins from the date of purchase.

How to Claim

If you experience an issue with a Hep$_2$O pipe or fitting, please contact Wavin Technical Services Tel: 0844 856 5165*

Email: technical.design@wavin.com

Product and System Warranties

Hep$_2$O is also approved by WRAS (certificate 1312005) - deemed safe for use in the supply of drinking water.

Hep$_2$O is Kitemarked to Class S of BS 7291, parts 1 and 2 and is manufactured within a Quality Management System which satisfies BS EN ISO 9002.

Hep$_2$O Underfloor Heating

Hep$_2$O Guarantee

Provided that the installation has adhered to our published advice, Hep$_2$O and other Wavin products used within Hep$_2$O underfloor heating systems are covered as follows:

- Hep$_2$O barrier pipe when used in UFH applications: 100 year guarantee; BSI Kitemark
- Composite manifold: 25 year BBA certification; 1 year warranty for its electrical components
- Hep$_2$O push-fit fittings: 50 year guarantee; BSI Kitemark
- Controls: 2 year warranty
- Other Hep$_2$O underfloor heating items; 1 year warranty

Quality and Environmental management

All Hep$_2$O products are manufactured under exacting Quality and Environmental management systems:

- BS EN ISO 9001:2008
- EN ISO 14001:2004 Certificate No. 1473

*Note, this number will incur a service charge

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