



Standards and Warranties

Hep₂O Flexible Push-fit Plumbing

Hep₂O Guarantee

Due to a rigorous quality control and testing programme, Hep₂O carries a 50 year guarantee against defect in materials or manufacturing of all its pipe and fittings.



Terms & Conditions

As outlined in the Hep₂O 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 Hep₂O pipe or fitting, please contact Wavin Technical Services Tel: 0844 856 5165*

Email: technical.design@wavin.com

Product and System Warranties

Hep₂O is also approved by WRAS (certificate 1312005) - deemed safe for use in the supply of drinking water.

Hep₂O 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.

Hep₂O Underfloor Heating

Hep₂O Guarantee

Provided that the installation has adhered to our published advice, Hep₂O and other Wavin products used within Hep₂O underfloor heating systems are covered as follows:

- ⊙ Hep₂O 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



- ⊙ Hep₂O push-fit fittings: 50 year guarantee; BSI Kitemark
- ⊙ Controls: 2 year warranty
- ⊙ Other Hep₂O underfloor heating items; 1 year warranty

Quality and Environmental management

All Hep₂O 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