



## Terms and Conditions

### Panasonic Heat Pump Promotion with Tado Starter Kit

For every Panasonic Aquarea heat pump purchased by a homeowner who submits a lead via the Grand Designs dedicated promotional page ([Is your home's heating system energy-efficient? - Grand Designs Magazine](#)), a homeowner can claim a TADO STARTER KIT free of charge. Claims are limited to one per household.

Panasonic Team: [01707 378670]

Promotion E-mail: [marketing.phvacuk@eu.panasonic.com]

Promotion Period: 17<sup>th</sup> March 2025 to 17<sup>th</sup> July 2025

Claim deadline: 17.00 on 30<sup>th</sup> September 2025

Claims limited to one per household

Claims limited to homeowners who submit a lead via the Grand Designs dedicated promotional page

### PROMOTION TERMS AND CONDITIONS

1. The Panasonic **TADO STARTER KIT** consists of **1 x heat pump optimiser X, 1 x Smart Thermostat X and 2 x Smart Radiator Thermostat X plus a 12 month subscription to the Balance for Heat Pumps\* app**, worth over £500\* (hereafter referred to as “the Promotion”) and is a campaign run by Panasonic Heating & Cooling Solutions Ltd, whose registered address is Building 3, Albany Place, Hydeway, Welwyn Garden City, AL7 3BT, UK (“the Promoter”).
2. The tado devices are provided free of charge and also include 12 months free access to the Balance for Heat Pumps\* app. The balance app is £5.99 per month or £49.99 per year. Panasonic will not be responsible for any cost associated with the subscription beyond the 12 month free period provided as part of your free Panasonic tado promotion.
3. The customer can claim for the Promotion following a purchase of a Panasonic Aquarea Heat Pump during the promotion period and up until the claim deadline of **30<sup>th</sup> September 2025**.

### ELIGIBILITY

4. The Promotion is open to residents of the UK, (including Northern Ireland but excluding Southern Ireland), aged 18 years or over, excluding employees and their immediate families (defined as parents, siblings, children & spouse regardless of where they live) of the Promoter, its affiliated companies, their agents or anyone professionally connected with the Promotion.
5. The Promotion period starts at **08:00 on 17<sup>th</sup> March 2025 and closes 17:00 on 17<sup>th</sup> July 2025** (“the Promotion Period”) with a claim deadline of **30<sup>th</sup> September 2025**. Any purchases of a Panasonic Aquarea Heat Pump will be eligible within the claim period. Any purchases before or after the Promotion Period will not be considered.
6. In order to qualify for the Promotion, homeowners must first complete an online form via the Grand Designs website with their name and address ([Is your home's heating system energy-efficient? - Grand Designs Magazine](#)) – a unique reference number will be allocated. A local

Panasonic accredited installer will then be in touch with the homeowner to specify which unit is most suitable for the homeowner's home with a quotation supplied.

7. Once a purchase of a Panasonic Aquarea Heat Pump unit has been confirmed through an accredited Panasonic installer, and a date confirmed for the installation of the unit to take place, homeowners must complete a short online form to claim the Promotion. The form requires the homeowner to submit the following information: forename, surname, postcode, unique reference code, Installer, Model reference of heat pump being installed ([Panasonic Heat Pump Promotion with tado° Starter Kit](#)).
8. Panasonic are not responsible for any additional installation charges that may be requested from the installer for the devices to be installed.
9. Homeowners can only claim one Promotion per household.
10. The purchase of a Panasonic Aquarea heat pump through an accredited Panasonic installer is necessary to receive the Promotion.
11. Incomplete, incorrect, or otherwise invalid submissions will not be considered.
12. It is a condition of submission that participants agree to abide strictly by the rules of the Promotion.
13. The Promoter reserves the right to verify the eligibility of all participants.
14. The Promoter reserves the right to exclude participants and withhold the Promotion for violation of any of these Terms and Conditions.
15. The decision of the Promoter is final, and no correspondence will be entered into.

## THE PROMOTION

16. The Promotion is a Tado Starter Kit that consists of **1 x heat pump optimiser X, 1 x Smart Thermostat X and 2 x Smart Radiator Thermostat X plus a 12 month subscription to the balance app**, following the purchase of a Panasonic heat pump unit.
17. There is no cash alternative to this Promotion. The Promotion is also non-transferable.
18. The Promotion will be delivered to the homeowner within two weeks of confirmation of the date of installation of a Panasonic Aquarea unit along with the provision of the homeowners unique reference code, on the basis that the claim form has been submitted with sufficient time to allow for validation.
19. The claim validation process can take up to 10 working days.

## PRIVACY AND DATA PROTECTION

20. Any personal data relating to participants will be used in accordance with UK Data Protection legislation (including the EU General Data Protection Regulation and the UK Data Protection Regulation 2018) and will not be disclosed to any third party without the individual's prior consent unless to fulfil any requirements of the Promotion. Please see privacy policy at <https://www.panasonic.com/uk/privacy-policy.html>.

## **GENERAL**

21. The Promoter reserves the right to cancel the Promotion or amend these Terms and Conditions at any time without prior notice. Any amendment to the Terms and Conditions will be posted on the website.
22. These Terms and Conditions are governed by the laws of England and Wales.