

iCO® Pump Warranty Registration – Installer User Guide

Register every installed iCO® pump for its extended warranty within 60 days of the pump shipment date.

Before you start

Have these details ready:

- **Installation postcode**
- **Pump serial number(s)** – for twin systems, you'll register **both** serial numbers
- **Commissioning date** (the date you commissioned the system)
- **Your contact email** for the confirmation notice

Tip: You can complete registration on site during commissioning from any phone or tablet. We advise that you add the link to your commissioning checklist.

Registering Your iCO® Pump

1. **Open:** ico-products.com/warranty-reg
(Not indexed by search and not linked in site menus.)
2. **Enter the installation postcode.**
Use the property's postcode that appears on your job file.
3. **Enter the pump serial number** exactly as printed on the unit label.
4. **Add extra pumps (if applicable).**
Click **Add** to create another serial number field. Repeat until all installed pumps are listed.
5. **Select system type :** **Single** or **Twin** pump.
6. **Enter the commissioning date.**
7. **Enter your confirmation email** (e.g., service@yourcompany.co.uk).
8. **Submit** the form. You'll see an on-screen confirmation.

What happens next

- **Instant confirmation email** is sent to the address you entered with a summary of your submission.
- **iCO® QA review:** iCO checks eligibility (including the **60-day** window) and shipment info.
- **Decision emails:**
 - **Approved** – you receive an email confirming the warranty registration is approved. No further action required.
 - **Not approved** – an email will be issued prompting follow-up if the 60-day window was missed. iCO may contact you to discuss options.

Frequently asked

Can a technician register on site?

Yes. The form works on mobile. We recommend registration at commissioning to reduce office admin.

Do I need to register each pump separately?

No. Use Add to include all serials for the same project before submitting once.

What if I made a mistake?

Reply to the confirmation email with the correction or contact support (below) quoting the installation postcode and serial number(s).

What if we miss the 60-day window?

Submit the form anyway and contact iCO®. We'll review the circumstances and advise next steps.

Support

Warranty registration queries: enquiries@ico-products.com
(Include installation postcode and pump serial number(s).)

Optional best practice

- Add the registration URL to your commissioning checklist.
- Photograph each pump label after installation to capture serials in your job record.
- For twin systems, clearly tag **Pump A** and **Pump B** to match your paperwork.

This guide is for iCO® approved installers. iCO® may update the process from time to time; always use the latest online form at <https://ico-products.com/documents/>