

Panasonic

Terms and Conditions

Panasonic Heat Pump Promotion with nanoe™ X Air-E device

For every Panasonic Aquarea heat pump purchased by a homeowner who submits a lead via the Grand Designs dedicated promotional page (<https://www.granddesignsmagazine.com/enhance-your-home-comfort-and-air-quality-with-panasonic>), a homeowner can claim a nanoe™ X Air-E device free of charge. Claims are limited to one per household.

Panasonic Team: [01707 378670]

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

Promotion Period: 1st December 2025 to 28th February 2026

Claim deadline: 17.00 on 28th February 2026

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 **nanoe™ X Air-E device** worth over £300* (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 Air-E devices are provided free of charge.
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 **28th February 2026**.

ELIGIBILITY

4. The Promotion is open to residents of the UK, (including Northern Ireland but excluding Republic of 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 1st December 2025 and closes 17:00 on 28th February 2026** (“the Promotion Period”) with a claim deadline of **31st March 2026**. 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 (https://www.granddesignsmagazine.com/?page_id=25220&preview=1&ppp=f87587ed3e) – 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 (<https://www.granddesignsmagazine.com/enhance-your-home-comfort-and-air-quality-with-panasonic>).
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 Air-E device**, 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.