



# YOUR WARRANTY

## APPLIANCE DETAILS

Thank you for registering your Ideal product:

Serial number:

The warranty cover, subject to terms and conditions is:

years\*

The registered installation date was:

The warranty end date is:

If you require any product help or advice please call

**01482 498660**

Full terms and conditions can be found at [idealheating.com](https://www.idealheating.com)

\*2 years on parts and 25 years on stainless steel vessel

# TERMS AND CONDITIONS OF YOUR IDEAL HEATING WARRANTY

Ideal Boilers ("We", "Ideal" or "Ideal Heating") only do business upon the Conditions which appear below and no other. Unless we so agree in writing these Conditions shall apply in full to any supply of goods by us to the exclusion of any Conditions or Terms sought to be imposed by any purchaser. These Conditions of Warranty Terms override those which are contained on the Invoice Forms and all Sales are now subject to these Conditions of Warranty terms only. The warranty is provided by Ideal Boilers Limited, National Avenue, Hull, HU5 4JB.

Ideal Heating provide warranty to the components including controls, valves and electrical parts for two years from the date of purchase. IT SHOULD BE NOTED THAT THE FACTORY FITTED TEMPERATURE AND PRESSURE RELIEF VALVE MUST NOT BE REMOVED OR ALTERED IN ANY WAY OR THE WARRANTY WILL NOT BE VALID. IDEAL HEATING WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL LOSS OR DAMAGE HOWEVER IT IS CAUSED.

The warranty is provided against material defect or manufacturing faults provided that:

1. The Hot Water Cylinder must have been installed and commissioned within 12 months of the date of manufacture by a suitably qualified engineer, in accordance with the guidelines in the installation and servicing manual provided.
2. The Hot Water Cylinder installation must be registered with Ideal Heating within 30 days.
3. The Ideal Heating warranty will be activated on the date the Hot Water Cylinder is registered following commissioning.
4. At the end of each 12-month period after commissioning, the hot water cylinder must be serviced by a suitably competent person in accordance with the process in the manufacturer's instructions. Should this condition not be met the warranty will lapse. A record of this service must be made on the Benchmark Service Record.
5. All necessary inlet controls and safety valves have been fitted correctly.
6. The hot water cylinder has only been used for the storage of potable water supplied from the public mains. The water quality shall be in accordance with European Council Directive 98/83 EC, or revised version of the date of installation, and is not fed with water from a private supply. Particular:
  - Chloride content: Max 200 mg/l
  - Sulphate content: Max 200 mg/l
  - Combination chloride/sulphate. Max. 300 mg/l (in total)
7. If the newly fitted water heater is not in regular use, then it must be flushed through with fresh water for at least 15 minutes. Open at least one hot water tap once per week, during a period of at least four weeks.
8. Any disinfection has been carried out strictly in accordance with BS6700.
9. If the Hot Water Cylinder suffers a mechanical or an electrical breakdown, please contact Ideal Heating Customer Care on 01482 498660.

Normal working times are: 8am -6pm Monday to Friday, Saturdays and bank holidays excluding Christmas day 8am -4pm, Sunday 8am -12 noon.

For Republic of Ireland please contact: Ideal Energy, Ascot House, Kinsealy Lane, Malahide, County Dublin, K36 HH42 on +35319 617700. Opening hours Monday - Friday 8am - 5pm. Registered in England. Company No. 652026.

## Claim/Contact Procedure

**We will arrange for an Ideal Heating Engineer or authorised contractor, to inspect and repair, or where in our sole opinion repair is not economic, arrange to replace the goods with the closest substitute in the case of any obsolete product.**

## Please note:

- a. Engineers will only undertake work where it is considered by the engineer that the installation does not pose a risk to health and safety.

- b. Clear access around the cylinder or ancillaries must be available.
  - c. A permanently fixed access ladder must be available to service installations in lofts or attics. Adequate lighting and permanently fixed flooring must also be available.
  - d. We will not accept responsibility for costs involved in gaining access to the unit, such as the removal of cupboards, kitchen units or trims in order to gain access for repairs.
  - e. In the event of the inner stainless-steel vessel cylinder failing within the warranty period, a full diagnosis into the cause of the failure is required and usually is only possible in a laboratory test environment, where the product can be fully assessed and tested. We will require the return of the cylinder which develops a leak for inspection. Proving our expert examination confirms a manufacturing fault or defect, this will be resolved under the cylinders warranty accordingly.
  - f. If the stainless-steel vessel proves to be defective either in materials or workmanship, we reserve the right to either repair or supply replacements or the closest possible substitute in the case of any obsolete product and will collect and deliver to any address in England, Scotland and Wales (excluding all islands). Our normal working hours (excluding bank holidays) are 8am – 6pm Monday to Friday, 8am – 4pm Saturday, 8am – 12 noon Sunday.
  - g. Evidence of purchase and date of supply, along with a copy of the completed annual service record and commissioning checklist should be submitted with any claim.
10. The warranty does not apply:
- a. If the registered product is removed from its place of installation without our prior consent.
  - b. To any defect, damage or breakdown caused by inadequate servicing of the product or by deliberate action, accident, misuse or third-party interference including modification or an attempted repair which does not fully comply with industry standards.
  - c. To any defect, damage or breakdown caused by the design, installation, and maintenance of the system.
  - d. To de-scaling or other work required as a result of hard water scale deposits or from damage caused by aggressive water or sludge resulting from corrosion, including the cleaning of filters or strainers.
  - e. To damage caused to the product by freezing.
  - f. If the claim/contact procedure is not adhered to.
  - g. To any other costs or expenses caused by or arising as a result of a breakdown of the product.
  - h. To any defect resulting from the incorrect installation of the product.
  - i. To any costs incurred during delays in fixing reported faults.
11. We reserve the right to charge a call-out fee where:
- a. A fault cannot be found or the fault is unrelated to the Ideal Heating product installed.
  - b. The breakdown or fault has been caused by an event, which is excluded from the warranty – refer to section 10.
  - c. Failure to cancel an agreed appointment prior to our engineer's visit.
  - d. The product is outside the period of warranty, or the conditions of the warranty have not been met.
12. If we fit replacement parts or replace a Hot Water Cylinder it will not extend the period of the warranty.
13. The warranty applies only where the product has been installed in a domestic dwelling in mainland UK and ROI for its designed purpose.

This warranty is offered in addition to your statutory rights provided under consumer law. Details of these rights can be obtained from your local Trading Standards Authority or a Citizen Advice Bureau. Guarantor – Ideal Boilers Ltd, National Avenue, Hull, HU5 4JB.