



TERMS AND CONDITIONS OF A WARRANTY REINSTATEMENT

1. THE WARRANTY REINSTATEMENT OVERVIEW

The Warranty Reinstatement option is available to customers who have failed to register their boiler within the required registration period as specified in the Manufacturer's Installation Instructions. This service provides an opportunity to reinstate warranty cover subject to the conditions set out below.

2. ELIGIBILITY

- 2.1** Eligibility is subject to the boiler being within a period deemed acceptable by Ideal Heating at its sole discretion. We reserve the right to decline a warranty reinstatement request where the boiler is considered too old or where the registration window has been exceeded beyond an acceptable threshold.
- 2.2** The boiler must have been installed by a Gas Safe registered engineer in accordance with the Manufacturer's Installation Instructions. We reserve the right to request evidence of this prior to proceeding.
- 2.3** Warranty reinstatement will not be offered where the boiler has been found to have been installed incorrectly, modified, or tampered with by an unauthorised person.

3. FEE

The cost of the Warranty Reinstatement option is £125.00, payable in full by debit or credit card prior to the inspection visit being scheduled.

4. THE INSPECTION VISIT AND ACCESS

- 4.1** Upon receipt of payment for the Warranty Reinstatement option, Ideal Heating will arrange for a qualified engineer to attend the property and carry out an inspection. This inspection is considered an annual service.
- 4.2** The customer must provide suitable access to the property and to all relevant components of the heating system on the agreed date of attendance. An all-day appointment window will apply.
- 4.3** The inspection will assess the condition and installation of the boiler. Where the engineer identifies any defects, safety concerns, or evidence of unauthorised modification, Ideal Heating reserves the right to decline reinstatement of the warranty.
- 4.4** Where the inspection is satisfactorily completed and no disqualifying factors are identified; warranty cover will be reinstated from the date of the inspection visit.
- 4.5** The reinstated warranty will run for the remainder of the original warranty period or such period as determined by Ideal Heating and will be subject to the standard warranty terms and conditions.
- 4.6** Should there be any parking restrictions, Ideal Heating must be made aware of these prior to the engineers visit and all the necessary arrangements for parking sorted in advance of the engineer's arrival (including permits).
- 4.7** Where a boiler is located at height, the customer must notify the Customer Service representative of this at the time of booking. Ideal Heating cannot be held liable for any costs or inconvenience arising should the attending engineer deem the boiler unsafe to access or work on due to its height and/or location.

4.8 Dogs and other pets should be kept away from the area where the boiler is located to keep the engineer safe.

4.9 The area where the boiler is located must be free from clutter to enable the engineer to work safely.

4.10 Should the boiler be located in a loft or attic certain criteria must be met for Ideal Heating's engineer to complete the inspection safely. Such criteria includes but is not limited to a fixed loft ladder, fixed and stable floor boarding, adequate lighting and no access obstructions.

4.11 The boiler installation needs to allow for minimum clearances to enable the engineer to complete the inspection. Guidance upon the specific clearances can be found in the boiler's installation and servicing manual.

4.12 Engineers will only attend to boiler products where it is considered by the engineer that the installation does not pose a risk to health and safety.

5. ONGOING WARRANTY CONDITIONS

- 5.1** Following reinstatement, the warranty will be subject to the same conditions as a standard manufacturer's warranty, including but not limited to annual servicing requirements, use of authorised parts, and installation compliance.
- 5.2** Failure to maintain the boiler in accordance with the Manufacturer's Installation Instructions following reinstatement may invalidate the warranty.

6. OTHER

- 6.1** Ideal Heating's liability under the reinstated warranty shall be limited to repair or replacement of defective parts and shall not extend to any consequential loss, damage, or costs arising from boiler failure.
- 6.2** Ideal Heating is not liable for any other costs incurred during delays of either the inspection visit and or the warranty reinstatement on an Ideal Boiler.
- 6.3** Ideal Heating reserve the right to charge or retain a call-out and inspection fee of £99.00 whereby, but not limited to:
 - 6.3.1** The customer fails to provide access on the day of the scheduled visit.
 - 6.3.2** The appointment is cancelled without sufficient notice (e.g. less than 24 hours).
 - 6.3.3** The engineer attends and identifies that the work required falls outside the scope of the warranty reinstatement.
 - 6.3.4** The boiler or system has been modified, incorrectly installed, or tampered with by an unauthorised person.
 - 6.3.5** Incorrect or incomplete information was provided at the point of booking, resulting in a visit that cannot be fulfilled as expected.
 - 6.3.6** The boiler or associated components are not reasonably accessible at the time of the visit.
 - 6.3.7** The system water quality falls below acceptable parameters and requires additional flushing, treatment, or reinspection.
 - 6.3.8** The engineer identifies a safety issue that requires the system to be isolated.

By making a booking and paying for the 'Warranty Reinstatement' option, you are agreeing to these terms and conditions.

Ideal Heating is a trade name of Ideal Boilers Limited and associated Group Companies.

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