



TERMS AND CONDITIONS OF THE IDEAL WARRANTY

Ideal Boilers offer customers the comfort of a free parts and labour repair service subject to the following terms and conditions.

All boilers with an Ideal warranty offer customers the comfort of parts and labour repair service subject to the following terms and conditions. During the period of the warranty we will, at our option, repair or replace a boiler free of charge where it suffers a mechanical or an electrical breakdown as a result of defective workmanship or materials, subject to the following conditions and exclusions.

1. The boiler must have been installed and commissioned within 12 months of manufacture by a registered Gas Safe installer in accordance with the guidelines in the installation and servicing booklet provided with the boiler.
2. The 'Benchmark' commissioning sheet must be completed by the installer and left with the boiler for reference purpose.
3. The warranty will commence from the date of installation. Without proof of purchase i.e. an invoice or completed 'Benchmark' commissioning sheet, the warranty will commence from the date of manufacture as detailed on the appliance data plate.
4. To qualify for the full warranty period the boiler must be registered within 30 days of installation. In the case of Max boilers, both the boiler and included system filter need to be registered simultaneously. Should these conditions not be met then the period of warranty will extend to only 12 months from installation.
5. At the end of each 12-month period, the boiler must be serviced by a Gas Safe registered engineer. Should this condition not be met the boiler warranty will lapse.
6. If the boiler suffers a mechanical or an electrical breakdown we should be contacted on one of the following numbers:

UK: 01482 498660

Northern Ireland: 02890 331444

**Our normal working times, excluding Bank Holidays are:
8am – 6pm Monday to Friday, 8am – 4pm Saturday,
8.00am – 12 noon Sunday**

We will arrange for an engineer or appointed contractor, to inspect and repair, or where in our sole opinion repair is not economic, arrange to replace the boiler.

Please note:

- a. 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.
- b. A permanently fixed access ladder must service installations in lofts or attics. Adequate lighting and permanently fixed flooring must also be available.
- c. Cupboard installations must provide minimum working clearances as detailed in the installation instructions. Ideal will not accept responsibility for the removal of cupboards, kitchen units or trims in order to gain access for repairs.

7. The warranty does not apply:
 - a. If the boiler is removed from its place of installation without our prior consent.
 - b. To any defect, damage or breakdown caused by inadequate servicing of the boiler 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 central heating 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. Indications that such work may be required include a noisy boiler, cold spots on radiators, sludge in pipes and poor circulation of the central heating system.
 - e. If the claim/contact procedure set out in section 6 is not adhered to.
 - f. To any other costs or expenses caused by or arising as a result of the breakdown of an Ideal Boiler.
 - g. To any defect resulting from the incorrect installation of the boiler, the flue system or the facility for condensate disposal.
 - h. To any costs incurred during delays in fixing reported faults.
8. We reserve the right to charge a call-out fee where:
 - a. There is no completed 'Benchmark' commissioning sheet or equivalent control document present.
 - b. A fault cannot be found.
 - c. The breakdown or fault has been caused by an event, which is excluded from the warranty – refer to section 7.
 - d. Failure to cancel an agreed appointment prior to our engineers visit.
 - e. The boiler is outside the period of warranty or the conditions of the warranty have not been met – refer to sections 3 & 4.
9. If we fit replacement parts or replace a boiler it will not extend the period of the warranty. All replaced parts or boilers will become the property of Ideal Boilers Ltd.
10. The warranty applies only where an Ideal boiler has been installed in a domestic dwelling in mainland United Kingdom, Northern Ireland and I.O.W. to provide heat and/or hot water to the central heating system.

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

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

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Ideal Boilers Limited, National Avenue, Hull, HU5 4JB | Tel: 01482 492251

Registered in England no. 322137

idealheating.com