



**ATAG Heating Technology UK Limited**

**Warranty Terms and Conditions**

**TO MAINTAIN ANY PRODUCT WARRANTY, YOUR APPLIANCE MUST HAVE AN ANNUAL SERVICE CARRIED OUT BY A GAS SAFE REGISTERED (OR REGISTER OF GAS INSTALLERS IRELAND) ENGINEER. IF PROOF OF SERVICE CANNOT BE PROVIDED UPON REQUEST, YOUR WARRANTY WILL BE INVALIDATED AND YOU WILL THEREFORE BE RESPONSIBLE FOR ANY CALL OUT CHARGES AND REPAIR COSTS.**

If you experience a fault with your product, we aim to provide a safe and high quality repair service, where applicable, supported by our dedicated national network of highly skilled engineers.

If a product suffers a breakdown we should be contacted on our UK number 0800 680 0100 - options 2 then 1. This number is our 24 hour / 365 days a year customer helpline service.

When calling the customer helpline, you will need to provide the following information:

- Product type (Which can be found under the flap of the boiler)
- The product serial number (Which can be found under the flap of the boiler)
- Your installer's details, along with their Gas Safe registration number
- Address and contact details of the installation

We will arrange, if required, an engineer or appointed contractor, to inspect and repair, or where in our sole opinion repair is not economic, arrange to replace the product. Please note:

- a) Engineers will only attend to products where it is considered by the engineer that the installation does not pose a risk to health and safety.
- b) In loft or attics permanently fixed access ladders must be available, with adequate lighting and permanently fixed flooring must also be available.
- c) Cupboard installations must provide minimum working clearances as detailed in the installation instructions. ATAG Heating Technology UK Limited will not accept responsibility for the removal of cupboards, kitchen units or trims in order to gain access for repairs.
- d) If a product breaks down, at our sole discretion we may ask you to pay us a deposit before we visit you to repair it. We will return the deposit in full if we find a fault that is covered by the product warranty. We may keep the deposit if we cannot access your property at the time we had arranged with you to visit.

Products manufactured and supplied by ATAG Heating Technology UK Limited (ATAG), are warranted against material or manufacturing faults for the duration of the warranty period, subject to the following terms and conditions:

### ATAG Heating Technology Warranty Terms and Conditions:

1. If you work with gas in the UK or the Republic of Ireland, it is a legal requirement to be registered with the Gas Safe Register (GSR) for the UK or Register of Gas Installers of Ireland (RGII). Therefore, your boiler must be installed by a GSR or RGII installer to validate your ATAG warranty.
2. The boiler must have been installed and commissioned within 12 months of manufacture by a GSR or RGII installer in accordance with the guidelines in the installation and servicing manual provided with the boiler.
3. A product boiler warranty must be registered with ATAG, by either the installer or you, the householder, **within 30 days of the boiler being installed**. For new build properties, this must be done within 30 days of the sale being completed. This can be done by visiting the ATAG website [www.atagheating.co.uk](http://www.atagheating.co.uk) or filling out the warranty registration form and returning this to the operational office.
4. The 'Benchmark' commissioning sheet must be completed by the installer and left with the boiler and/or cylinder for reference purpose. The 'Benchmark' commissioning sheet can be found at the back of the installation and servicing manual provided with the boiler and/or cylinder.
5. The boiler must be serviced each year in line with the manufacturer's instructions. The annual service must be carried out by an engineer registered with GSR or RGII. The service can be done up to 60 days before or after the original anniversary of the boiler being installed without invalidating the warranty.
6. An unvented cylinder must be serviced each year under the G3 Building Regulation.
7. Service details must be recorded on the 'Benchmark' service record sheet in the installation and servicing manual provided with the boiler & cylinder and must be available for inspection.
8. 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.
9. This warranty does not in any way affect your statutory or legal rights.
10. Any repair carried out under the terms of this warranty does not extend the warranty beyond its original period.
11. This warranty only applies to products bought in and installed in a domestic dwelling or light commercial environment, such as a small retail unit, public house or similar. The product must be installed in mainland United Kingdom, Republic of Ireland, Isle of Man or the Channel Islands.

**The manufacturer's warranty does not cover the following:**

12. Any connected system or accessories for example time switches, thermostats, motorised valves, external pumps, radiators, external expansion vessels or similar.
13. Any defect resulting from the incorrect installation of the product, the flue system or the facility for condensate disposal.
14. Products installed within mobile leisure accommodation vehicles (LAVs) e.g. boats, caravans.
15. Products that have been moved from their original place of installation.
16. Costs of each annual service, including parts such as seals or electrodes replaced at this time.
17. Any damage, whether accidental, negligent, malicious or otherwise. Damaged products should not be installed.
18. Theft or attempted theft.
19. Any fault or failure in the heating system to which the product is connected. Any other costs or expenses caused by, or arising as a result of a repair.
20. We will not accept or reimburse the costs of any third party who undertakes any work carried on the product or fits parts, unless we have approved such work in advance of it being carried out.
21. 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.
22. Any problems caused by inadequate supply of services such as electricity, gas or water to the property.
23. Boilers which have not been:
  - a) Installed and set up strictly in line with the installation instructions supplied with them (including the requirement to clean the system and add or refill with corrosion inhibitor in line with BS7593:1992); or
  - b) Maintained strictly in line with the maintenance instructions supplied with them; or
  - c) Where the Benchmark checklist has not been properly completed.

**Please note the following:**

24. Any extended warranty applies to the boiler only, it does not apply to other system components e.g. thermostats, time clocks, motorised valves, radiators, filters etc.
25. If any damage caused by hard water scale deposits or sludge resulting from corrosion the engineers visit becomes chargeable.