



## EVOJET BOILER WARRANTY TERMS AND CONDITIONS

Evojet boilers with an Ideal Guarantee offer customers the comfort of a two years parts and labour repair service, subject to compliance with the following terms and conditions.

During the period of the guarantee Ideal 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 suitably qualified registered Gas Safe installer in accordance with the guidelines in the installation and servicing booklet provided with the boiler.
2. The guarantee will commence from the date of installation / commissioning. Without proof of a completed commissioning sheet, the guarantee will commence from the date of manufacture as detailed on the appliance data plate.
3. At the end of each 12 month period, the boiler must have been serviced by a Suitably Qualified Gas Safe registered engineer, in accordance with the guidelines in the installation and servicing booklet provided with the boiler. Should this condition not be met the boiler guarantee will lapse.
4. To qualify for the 2 years warranty the boiler must be commissioned by an Ideal Heating Engineer and serviced annually by a suitably qualified Gas Safe Registered Engineer. A copy of the service report must be submitted upon completion, unless serviced by Ideal Heating directly.
5. If the boiler suffers a mechanical or an electrical breakdown Ideal should be contacted on the following numbers:  
**Ideal Heating 01482 498376**  
**Our normal working times, excluding Bank Holidays are:**  
**8am – 5pm 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. Compartment 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.
6. 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. To any other costs or expenses caused by or arising as a result of the breakdown of an Ideal boiler.
  - f. To any defect resulting from the incorrect installation of the boiler, the flue system or the facility for condensate disposal.
  - g. To any costs incurred during delays in fixing reported faults.
7. 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 1,2,3 & 4.
8. 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.
9. 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.

Guarantor – Ideal Boilers Ltd, National Avenue, Hull, HU5 4JB.

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