

# 2 YEAR WARRANTY HEAT INTERFACE UNIT (HIU)

## TERMS AND CONDITIONS

Ideal Heating POD HIUs come with a warranty of up to 2 years, subject to compliance with the following terms and conditions.

During the period of the guarantee Ideal will, at our option, repair or replace a HIU free of charge where it suffers a breakdown as a result of defective workmanship or materials, subject to the following conditions and exclusions.

1. The heat network to which the HIU is connected must have been flushed and cleansed before connection of the HIU, in accordance with CIBSE CPI 2020.
2. The HIU must have been installed within 12 months of manufacture by a suitably qualified installer in accordance with the guidelines in the installation and servicing manual provided with the appliance.
3. The HIU installation must have been registered with Ideal Boilers Limited within 30 days of completion of the install at contractor-connect.co.uk.
4. The HIU must have been commissioned within 3 months of installation, following the commissioning checklist provided in the installation and servicing manual.
5. Where the appliance is an indirect unit, a suitable filter must have also been installed on the heating system return.
6. The guarantee will commence from the date of commissioning.
7. At the end of each 12-month period, the HIU must have been serviced by a suitably qualified engineer, in accordance with the servicing schedule in the installation and servicing booklet provided with the appliance. If this condition is not met, the warranty will lapse.
8. Where applicable for the heating system in the dwelling, ongoing water treatment must be in operation throughout the life of the appliance as described in the Water Treatment section of the installation and servicing manual.
9. If the HIU suffers a mechanical or an electrical breakdown Ideal Heating should be contacted on the following number:  
  
Ideal Heating: 01482 498 376  
Our normal working times, excluding Bank Holidays are:  
8am – 6pm Monday to Friday,  
8am – 4pm Saturday,  
8am – 12 noon Sunday.
- 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.
10. The guarantee does not apply:
  - a. If the HIU is removed from its place of installation without our prior consent.
  - b. To any defect, damage or breakdown caused by inadequate servicing of the HIU 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, including external controls and interlocked devices.
  - d. To de-scaling or other work required as a result of hard water scale deposits or from damage caused by sludge / debris.
  - e. To any other costs or expenses caused by or arising as a result of the breakdown of the HIU.
  - f. To any defect resulting from the incorrect installation of the HIU, the suitable filter, the service pipework or the facility for condensate / safety valve discharge disposal.
  - g. To any costs incurred during delays in fixing reported faults.
11. Ideal Heating reserve the right to charge a call-out fee or request a purchase order to cover potential costs where:
  - a. A fault cannot be found.
  - b. There is insufficient differential pressure on the heat network to ensure rated operation of the appliance.
  - c. The fault has been caused by an event, which requires further investigation.
  - d. Failure to cancel an agreed appointment prior to our engineers visit.
  - e. The HIU is outside the period of guarantee, or the conditions of the guarantee have not been met – refer to sections 1 to 9.
12. If Ideal Heating fit replacement parts or replace a HIU it will not extend the period of the guarantee. All replaced parts or HIUs will become the property of Ideal Boilers Ltd.
13. The guarantee applies only where an Ideal Heating HIU has been installed in mainland United Kingdom.

Ideal Heating will arrange for an engineer or appointed representative to inspect and repair, or where in our sole opinion a repair is not economic, arrange to replace the HIU.

#### PLEASE NOTE:

- a. Engineers will only attend to HIUs where it is considered by the engineer that the installation does not pose a risk to health and safety.
- b. Adequate access, lighting, and permanently fixed flooring must be available.

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

Ideal Heating  
T 01482 498376  
E commercial.services@idealheating.com