

COMMERCIAL WATER HEATER WARRANTY



EQMAX water heaters 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. Subject to compliance with the additional terms detailed below in section 5, the guarantee period will be extended to five years.

During the period of the guarantee Ideal will, at our option, repair or replace a water heater 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 water heater must have been installed and commissioned within 12 months of manufacture by a suitably qualified Gas Safe registered installer in accordance with the guidelines in the installation and servicing booklet provided with the water heater.
2. The guarantee will commence from the date of installation / commissioning and in line with the requirements for installation set out within the Building Regulations and the Water Supply (Water Fittings) Regulations 1999 / Water Byelaws 2000, Scotland. Without proof of a completed commissioning sheet, the guarantee will commence from the date of manufacture as detailed on the appliance data plate.
3. To qualify for the full 2 years of the guarantee the water heater must be registered with Ideal Water heaters Limited within 30 days of completion of the water heater installation, if the water heater is not registered within 30 days the warranty period will revert to 12 months from the date of installation.
4. At the end of each 12 month period, the water heater must have been serviced by a Suitably Qualified Gas Safe registered engineer, in accordance with the guide lines in the installation and servicing booklet provided with the water heater. Should this condition not be met the water heater guarantee will lapse.
5. To qualify for the extended guarantee length of 5 years the water heater must be commissioned by an Ideal Heating Engineer and serviced annually by suitably qualified Gas Safe Registered Engineer, who has completed technical training with Ideal Water heaters on the product range. A copy of the service report must be submitted upon completion, unless serviced by Ideal Heating directly.
6. If the water heater suffers a mechanical or an electrical breakdown Ideal should be contacted on the following number:
Ideal Heating
T 01482 498376

Our normal working times, excluding Bank Holidays are:
8am – 5pm Monday to Friday,
8am – 4pm Saturday,
8.00am – 12 noon Sunday.

Ideal will arrange for an engineer to inspect and repair, or where in our sole opinion repair is not economic, arrange to replace the water heater.

PLEASE NOTE:

- a. Engineers will only attend to water heater 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 obstructions in order to gain access for repairs.
7. The guarantee does not apply:
- a. If the water heater is removed from its place of installation without our prior consent.
 - b. To any defect, damage or breakdown caused by inadequate servicing of the water heater 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 domestic hot water 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 an Ideal Water heater.
 - f. To any defect resulting from the incorrect installation of the water heater, the flue system or the facility for condensate disposal.
 - g. To any costs incurred during delays in fixing reported faults.
 - h. If the water heater has not been used for the sole purpose of the heating and storage of drinking water.
8. Ideal 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. The fault has been caused by an event, which requires further investigation.
 - c. Failure to cancel an agreed appointment prior to our engineers visit.
 - d. The water heater is outside the period of guarantee or the conditions of the guarantee have not been met – refer to sections 3, 4, 5 & 6.
9. If Ideal fit replacement parts or replace a water heater it will not extend the period of the guarantee. All replaced parts or water heaters will become the property of Ideal Water heaters Ltd.
10. The guarantee applies only where an Ideal water heater has been installed in mainland United Kingdom, Northern Ireland and I.O.W.

Guarantor
Ideal Heating Ltd, National Avenue, Hull, HU5 4JB.

COMMERCIAL HELP DESK

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