

TERMS AND CONDITIONS FOR WARRANTY of ECA Boiler:

1.The appliance has warranty period against product failures in condition that the instructions and precautions in the documents delivered with the product are obeyed. These documents are operating-installation manual and service (includes maintenance operation) manual. The warranty period will not be extended in case of repairing or replacing any product or part. Manufacturer might introduce additional warnings/documents in case needed and deliver with the product. These documents are also binding for the products delivered with the additional documents.

2.The appliance has been used for which it is designed. Heating system inline with product capacity etc.

3.The installation must be carried out only by a registered Gas Safe installer. Benchmark Commissioning checklist must be completed and left with the householder for future reference. Boiler must be registered by either installer or homeowner within 30 days of installation to validate warranty. Should this condition not be met the period of warranty will extend to only 12 months from date of manufacturing on the boiler data plate (in case proof of purchase or benchmark commissioning checklist is not available).

4.At the end of each 12 month period, the boiler must be serviced by a Gas Safe registered engineer according to service manual provided with the boiler. After service operation, Benchmark service record sheet must be completed and left with the householder. Should this condition not be met the boiler warranty will lapse.

5. If the boiler suffers a mechanical or an electrical breakdown please contact your gas safe engineer on +44 800 640 9988

Our normal working times, excluding Bank Holidays are: 8am – 5pm Monday to Friday, 8am – 1pm Saturday, We will arrange for an engineer or appointed contractor, to inspect and repair, or where in our sole opinion repairs not economic, arrange to replace the boiler.

6.We will not accept or reimburse the costs of any third party who undertakes any work carried on the product or fits parts, unless approval is given by the means mentioned in point 5 such work in advance of it being carried out.

7.The boiler has to be installed at an accessible area where Engineers can perform servicing without health and safety risk.

8.Cupboard installations must provide minimum working clearances as detailed in the installation manual. Homeowner will provide removal of cupboards, kitchen units or trims in order to gain access for service.

9.The warranty does not apply:

a.If the boiler is removed from its place of installation and/or installation interfaces have been changed without our prior consent.

b.E.C.A will not accept responsibility for damage caused by faulty installation, neglect, misuse or accidental damage, the non-observance of the instructions contained in the service manual.

c.To any defect, damage or breakdown caused by the installation and maintenance of the CH system.

d.Noisy boiler, cold spots on radiators, sludge in pipes and poor circulation of the central heating system caused by any damage due to scaling, sludge or blockages as a result of hard water, scale, deposits, damage, aggressive water or sludge due to corrosion. Subsequently maintenance and cleaning of the system.

e.If the contact procedure defined in point 5 is not adhered to

f.To any other costs or expenses caused by or arising due to the breakdown of an E.C.A. Boiler.

g.Damage caused by faulty installation (boiler, flue system or condensate discharge), theft, tampering, neglect, misuse, accident, fire, flood, explosion, lightning, storms, earthquake, frost or other bad weather conditions.

h.To any costs incurred during delays in fixing reported faults.

i.Costs of each annual maintenance, including parts such as seals or electrodes replaced at this time

j.Any problems caused by inadequate supply of services such as electricity, gas or water to the property.

k. The boilers which are not installed and set up strictly in line with the installation instructions supplied with them (including the requirement to clean the system and add corrosion inhibitor in line with BS7593:1992).

l. where spare parts other than E.C.A. parts have been used in any service or repair. In this case, the warranty for such products is not valid furthermore.

m. Theft or attempted theft

n. Self-maintenance tasks such as re-pressurizing and resetting the boiler, bleeding excess system pressure and thawing frozen condensate pipes.

10. Visits by the service personnel would be charged to customer if;

a) any failure caused by contaminated water in the system

b) the boiler is not accessible or an engineer cannot gain access to the property

c) a fault cannot be found.

d) Benchmark commissioning sheet or equivalent control document is not available.

e) Failure to cancel an agreed appointment prior to our engineers visit at least before 12 noon on the day preceding the agreed appointment in order to arrange an alternative date.

f) The boiler is outside the period of warranty or any warranty ending condition mentioned in point 9 occurs.

g) the fault is not product related, or alternatively if the fault is due to an installation error or because the system requires cleansing. Our engineer will advise you of this on the day and we reserve the right to charge an inspection fee.

11. The customer is responsible for the following points during visits by the service personnel;

a. The customer is has to be available to be contacted 30 minutes prior to the appointment. If not, our engineer will proceed to attend the appointment.

b. You are responsible for providing adequate parking for our engineer.

c. Our engineers are entitled to work in a smoke free environment and as such, you are required to ensure that the engineer is not exposed to active smoking whilst he is within the property.

d. It is your responsibility to ensure that pets are away from the area where the engineer needs to work

e. We reserve the right to cancel an appointment and to retain an inspection fee should legal parking not be provided, or if we are unable to obtain clear and safe access to the property or product, or if we have reason to believe that the health and safety of our engineer cannot be guaranteed.

f. If chargeable works are required, we will not service until payment is made.

g. We reserve the right to not fulfill an appointment, should the necessary spares be unavailable, if the product is subject to recall or if the product has become obsolete and removed from our current product list.

h. For all engineer visits out of warranty we will normally ask for payment details (credit/debit card) prior to booking an engineer appointment. These details will be used to reserve our charge on your account. Once the engineer appointment is concluded this charge will then be debited from your account.

i. You are required to provide telephone contact numbers to enable us to contact you in the course of arranging and fulfilling your appointment. In the course of arranging and fulfilling your appointment we may choose to contact you via phone, text, fax or e-mail.

Charges

- Servicing and Commissioning appointments are charged at a fixed price inclusive of VAT, with the price being dependant on the product. Spare Parts Guarantee

- Any parts fitted under one of the chargeable call types above are guaranteed for one calendar year against defective workmanship and defective components.

- 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 E.C.A.

- If your service visit was done on a fixed charge basis and it becomes evident, within 30 days of the original appointment, that your product has not been successfully repaired then we will return to repair the product free of charge, but subject to the same terms and conditions. If however, a new fault has developed since the original appointment, then we reserve the right to charge for the second appointment in line with our terms and conditions.

If you smell gas or are worried about gas safety, you can call the National Gas Emergency Service free on 0800 111 999 at any time, day or night.

This boiler 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.

We reserve the right to update or amend these Terms and Conditions at any time and its decision in relation to warranty claims shall be final.

Your guarantee is provided to you by **ARD London (registered in England with company number +44 800 640 9988 or +44 20 3978 1212)** of Guarantor – ARD London , Adres: 15 / a Raven Road London E18 1HB

Data Protection

Your details will be kept safe and secure, only used by us or those who partner with us, and will not be shared with anyone else. By submitting your details, you are telling us that you are okay with this and that you agree with our privacy notice. You can of course, change your mind at any time. If you have given us permission, your details may also be used by us or third parties for other marketing purposes. We and the third parties (if applicable) may contact you by mail, telephone or email. If you no longer want your data to be used by third parties or by us for marketing purposes, please contact us.

ADDITIONAL RECOMMENDATIONS by ECA to CUSTOMER TO HAVE HIGH HEATING PERFORMANCE:

Make sure that the heating system is clean. Power flushing is the most efficient and effective method of cleaning a central heating system. The principle is to create a powerful fresh water flow under controlled conditions to remove debris from the system. By connecting the power flushing unit to the heating circuit in place of the system pump, boiler or radiator the system can be thoroughly cleaned of lime scale and corrosion debris. Without using correct water treatment, corrosion debris will accumulate in the boiler causing.

Lime scale deposition cause up to 30% of the system's fuel consumption being wasted. The noise of boiler increases as deposits of sludge and scale build-up in an unprotected boiler. The deposits gathering in the waterways of the boiler are causing the heat transfer loss and flow noise.

In your heating system use proposed inhibitors as Fernox and Sentinel.

We also advice to use magnetic cleaners for your heating system.

Performing the maintenance once a year during the warranty period and periodically before the winter season after the warranty expires ensures safe use, saves fuel and extends the useful life of the boiler. Make sure periodic maintenance is strictly performed by E.C.A. Authorized Services.