

## Terms and Conditions – Vokèra Warranty

Vokèra warranty offers customers the comfort of a free parts and labour repair service subject to the following terms and conditions.

1. Vokèra's only obligation under the guarantee shall be to repair or replace the faulty product at Vokèra's discretion. This will be carried out where the fault arises from defects within the product, caused by either material or workmanship of the manufacturer.
2. This guarantee does not protect malfunction or damage arising from incorrect installation, commissioning or maintenance procedures, as laid out in the installation handbook, inefficient flue system, poor or incorrect electricity, wrong gas supply or pressure, tampering by inexperienced persons and any other cause not directly due to manufacture. Completion of the "Benchmark" commissioning checklist and service record is mandatory and failure to complete these will invalidate the warranty.
3. Vokèra Limited cannot accept responsibility for any costs arising from repair or maintenance carried out by any third party.
4. Service under the guarantee does not affect the expiry date of the guarantee. The guarantee on parts which are exchanged ends when the guarantee on the appliance expires.
5. Boiler registration and completion of the Benchmark commissioning checklist are mandatory and failure to do so will invalidate the warranty. Additionally, proof of annual service in accordance with the manufacturer's instructions, by Vokèra or a Gas Safe Registered Engineer (RGII ROI), must be provided (e.g. Benchmark Service Record). If this condition is not met the period of warranty will extend to only 12 months from date of installation.
6. 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 dataplate.
7. If the boiler suffers a mechanical or an electrical breakdown or you require an annual service, please contact our Customer Care Centre on:

**UK: 01274 866100**

**Republic of Ireland: 00353 56 775 5057**

Our normal working hours, excluding Bank holidays are:

8.15am - 5.00pm Monday to Friday and 8.15am - 12.00pm Saturday (UK only)

We will arrange for an engineer or appointed agent, 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. Cupboard installations must provide minimum working clearances as detailed in the installation instructions. Vokèra will not accept responsibility for the removal of cupboards, kitchen units or trims in order to gain access for repairs.

8. The warranty does not apply:

If the boiler is removed from its place of installation without our prior consent.

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.

To any defect, damage or breakdown caused by the design, installation and maintenance of the central heating system.

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.

If the claim/contact procedure set out in section 7. is not adhered to. To any other costs or expenses caused by or arising as a result of the breakdown of a Vokèra Boiler.

To any costs incurred during delays in fixing reported faults.

9. We reserve the right to a charge a callout fee where:

There is no completed "Benchmark" commissioning sheet or equivalent control document present.

A fault cannot be found.

The breakdown or fault has been caused by an event, which is excluded from the warranty – refer to section 8. Failure to cancel an agreed appointment prior to our engineers visit.

The boiler is outside the period of warranty or the conditions of the warranty have not been met – refer to sections 5. & 6. 8.

10. 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 Vokèra Limited.

11. The warranty applies only where a Vokèra boiler has been installed in a domestic dwelling in the United Kingdom, Northern Ireland and Republic of Ireland, to provide heat and/or hot water to the central heating system.

12. This guarantee does not affect your statutory rights.

**Guarantor – Vokèra Limited, Borderlake House, Unit 7 Riverside Industrial Estate, London Colney AL2 1HG**