



Terms and Conditions – Vokera Warranty

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

Vokera's only obligation under the guarantee shall be to repair or replace the faulty appliance at Vokera's discretion. This will be carried out where a fault arises from defects within the appliance, caused by either material or workmanship of the manufacturer.

1. The boiler must have been installed and commissioned within 12 months of manufacture by a registered Gas Safe (RGII ROI) installer in accordance with the guidelines in the installation and servicing booklet provided with the boiler.
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.
3. Vokera Ltd cannot accept responsibility for any costs arising from repair or maintenance carried out by any third party.
4. The "Benchmark" commissioning sheet must be completed by the installer and left with the boiler for reference purpose.
5. The warranty will commence from the date of installation. Without proof of purchase ie an invoice or completed "Benchmark" commissioning sheet, the warranty will commence from the date of manufacture as detailed on the appliance data plate.
6. **To qualify for the full term of warranty, the boiler must be serviced once annually by a Gas Safe Registered Engineer (RGII ROI). Proof of annual service in accordance with the manufacturer's instructions 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.**

By registering your appliance, you will be helping us provide you with the best after sales service in the unlikely event that your boiler requires attention during the guarantee period.

Register online: www.vokera.co.uk (UK) or www.vokera.ie (ROI)

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

ROI: 056 7755057

Our normal working hours, excluding Bank holidays are:

8.15am - 5.00pm Monday to Friday

8.10am - 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.

7. Health & Safety:

- 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. Vokera 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:

- 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. If the claim/contact procedure set out in section 6 is not adhered to.
- f. To any other costs or expenses caused by or arising as a result of the breakdown of a Vokera Boiler.
- g. To any costs incurred during delays in fixing reported faults.

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

- a. There is no completed "Benchmark" commissioning sheet or equivalent control document present.
 - b. There is incomplete or no service record(s) for each and every year the boiler has been installed.
 - c. A fault cannot be found.
 - d. The breakdown or fault has been caused by an event, which is excluded from the warranty – see section 8.
 - e. Failure to cancel an agreed appointment prior to our engineers visit.
 - f. The boiler is outside the period of warranty or the conditions of the warranty have not been met.
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 Vokera Ltd.
11. The warranty applies only where a Vokera 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. Vokera 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 Bureaux.

Your Personal Details

Vokèra takes care of your personal details in order to protect your privacy. Below we detail how we use any data you provide us with and how we manage that data to protect it.

Personal data is collected by us confidentially and in accordance with data protection law regulations. Vokèra is registered as a data controller with the Information Commissioner's Office.

Your personal data is only stored if you volunteer to provide it, for example, to request information, submit a service visit, or to register a product for purposes of warranties and surveys etc. Vokèra will only use your personal data to satisfy the request you have made, and will not disclose information to third parties without your prior consent.

Any personal data stored by Vokèra is protected to ensure unauthorised persons cannot access or disclose the data. Vokèra uses security measures to protect the data we collect, in order to prevent manipulation, loss and destruction. No user information provided is stored anywhere on the internet that can be accessed by the public.

Vokera may like to inform you of products and services that you could be interested in, and request your opinion of our services. Participation is voluntary and you can request not to receive such communications at any time or request your details to be updated by emailing: **marketing@vokera.co.uk**

Contact Us

If you need to contact us at any time or you have any queries or complaints, please contact us via

Customer Care on 01274 866100 (UK), 056 7755057 (ROI)

by post to:-

UK:

Vokèra Ltd, Customer Care, Stubs Beck Lane, West 26 Business Park, Whitehall Road, Cleckheaton, BD19 4TT

ROI:

Vokèra Ltd, Customer Care, West Court, Callen, Co Kilkenny, Ireland , R95 PW40

By email: **service@vokera.co.uk (UK), eire-service@vokera.co.uk (ROI)**