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Warranty Terms and Conditions

Viessmann Ltd will, free of charge, within the term of the warranty repair, or at its option replace any components which have been produced by Viessmann that are proved to be defective in material or workmanship.

Notes:

- For the warranty to be validated the installation details must be registered with Viessmann.
- All visit requests under the terms of this warranty must be made via the Viessmann Service Department.
- Where a visit is required under the terms of this warranty the right to attend remains with Viessmann. Viessmann may at its discretion choose to sub contract this work to an approved agent. The option of replacing the product in its entirety will remain with Viessmann.
- The appliance must be serviced annually no more than 12 months from the installation date, and every 12 months thereafter by a qualified Gas Safe registered company. The details of when and who carried out the annual service or any interim remedial work carried out on the appliance or system must be recorded and these details must be available on site at the time of the visit to a Viessmann engineer should a warranty visit be required. Preferably this information should be recorded in the benchmark logbook.
- The appliance must be fitted and serviced in accordance with the product instructions and technical guides.
- Viessmann will not be liable for 3rd party loss howsoever caused.
- Viessmann reserve the right to charge for a call out if no fault is found at the time of the visit.

The warranty does not cover: -

- Failure of parts due to general wear & tear.
- Issues beyond the control of Viessmann.
- Installations which are in a commercial / industrial environment, unless we agree to the installation in writing beforehand.
- Accidental damage, theft, attempted theft, malicious damage, fire or explosion, floods, lighting, storms, frost, or other bad weather.
- Routine maintenance or a failure due to lack of same.
- Additional costs incurred by a 3rd party or the customer if another contractor carries out work without the written permission of Viessmann.
- Work carried out outside the normal working hours of Viessmann
- Application / System incompatibility
- Call out to operate / instruct the customer on the use of the product or its controls.
- Clearing air locks, balancing and venting radiators, or work caused by the product being installed incorrectly

- Any water pressure adjustments on sealed central heating systems, except those that are done at the time of a repair.
- Any loss of water pressure indicated by the gauge on the boiler caused by water leaks within the radiator/hot water circuits.
- The lack of provision of additional expansion vessels that are required on larger heating systems.
- Waiting time / costs arising from difficulties in getting to the appliance / system when carrying out a fault diagnosis.
- Problems associated with utility supplies.
- Problems arising from sludge or blockages.
- Corrosion (except the heat exchanger) howsoever caused, including water corrosion and /or air borne deposits due to variations in water quality outside the standards recommended by Viessmann. The heat exchanger has been designed to withstand corrosion both internally and externally from system water* and waste gas condensate respectively. *The system water quality must be to BS 7593

Heat Exchanger

Any damage, corrosion, noise or water leak from any waterway is not covered should investigation show that its cause is by: -

- Incorrect use, dosing or type of any proprietary system cleaner or corrosion inhibitor.
- Scale formation in permanent or temporary hard water areas where scale treatment is neither provided for nor adequate.
- Blockage of waterways caused by existing deleterious material (such as existing magnetite in radiators not removed by flushing)
- Water leaks on the radiator/hot water system and associated pipework.