

Terms and Conditions of the Intergas Parts & Labour Warranty

To receive the full benefits of the parts and labour warranty the following terms and conditions must be adhered to or your warranty claim may be rejected.

- **Please note this warranty also covers the Heat Exchanger for 10 years**
- **Rapid Heat Exchange for 7 years**

1. The installer must be registered with Gas Safe, installer must complete the Benchmark Commissioning Checklist in full at the time the boiler is installed. The Benchmark must be made available and can be found at the back of the installation instructions. The Benchmark Commissioning Checklist must be retained on site by the owner/occupier for inspection during an engineers visit.
2. The boiler warranty must be registered with Intergas by either the installer or you the householder, within 30 days of the boiler being installed. For the new build properties, this must be done within 30 days of the sale being completed. If these conditions are not met, the warranty will not be valid.

The product must be registered via the internet at www.intergasheating.co.uk or on the Intergas MiREG website www.myintergasregistration.co.uk or by returning the warranty card.

3. The boiler must be serviced annually by a registered Gas Safe Engineer in accordance with manufacturer's instructions.

4. Service details must be recorded in the Benchmark Checklist or provide proof of service which must be available for inspection.
5. The cost of the annual service is not included in the warranty.

If the above conditions are not meet this warranty will be limited to 12 months from the date of installation or date of Manufacture, as recorded on the Benchmark commissioning checklist.

Warranty terms mentioned are based on domestic use only.

Any non-domestic applications will only be covered by a 12 month warranty.

Service intervals may need to be increased depending on commercial usage.

For additional information please contact Intergas Heating.

6. Only boiler component failures are covered by the warranty. The warranty does not cover any connected system or accessories such as time switches, thermostats, motorised valves, external pumps and so on.
7. Any repair carried out under the terms of this warranty does not extend the warranty beyond its original period.
8. If the boiler breaks down, Intergas may ask you* (Homeowner or Installer) to pay

a deposit before we visit to complete the repair. We will return the deposit in full if we find a fault that is covered by the warranty. We may keep the deposit if we cannot access the property at the time we have arranged with you to visit or we find other conditions of this warranty have not been met.

9. The system must be flushed and cleansed in accordance with BS7593.
10. If any failure is caused by contaminated water in the system the engineer visit becomes chargeable.
11. All installation, non boiler or external system faults calls will be charged to the home owner/occupier.
12. Roof space installation BS6798 2009
Require a permanently fixed access ladder must service installations in lofts or attics. Adequate lighting and permanently fixed flooring must also be available.
13. Engineers will not carry out repairs if they think accessing the boiler would be a risk to Health and Safety. A responsible adult must be at the property to give our engineer access to the boiler.
14. If your boiler is in a cupboard, there must be enough room for the engineer to work (the minimum area as set out in the installation instructions). We are not responsible for removing cupboards, kitchen units, trims etc to gain access for repairs.
15. In hard water areas of 200ppm or above, appropriate protection actions must be taken in accordance with BS 7593 in line with building regulations Part L1. (Above 200ppm we recommend Combimate*, Adey Electroscale or Hydroflow HS38 should be installed. 300ppm and above we recommend a Combimate* or Water softener* should be installed.) (*serviceable item)
16. The central heating system must be maintained in accordance with the Benchmark Guidance on Water Treatment in Central Heating Systems & BS7593, we recommend the use of FERNOX, SENTINEL or ADEY inhibitors and Filters. It is important that correct concentration of water treatment is maintained for the life

of the boiler, should we attend a warranty call we have the right to take a water sample. Should this fail the warranty will not be valid and will become chargeable. (BS 7593:2006)

17. If the boiler suffers a breakdown you should contact Intergas on 01527 888000 selecting option 2.

Our normal working hours, excluding Bank Holidays are:

8.00am – 5.00pm Monday to Friday and
8.00am – 12.00pm Saturday mornings.

The warranty does not cover/apply to:

- Any damage, defect or breakdown caused by inadequate servicing of the boiler or by deliberate action, misuse, damage or accident or third party modification or attempted repair which does not fully comply with industry standards.
- Any other costs or expenses caused by, or arising as a result of, a fault or repair.
- Boiler descaling and chemical cleansing/flushing, or from damage caused by aggressive water, sludge resulting from corrosion or limescale on DHW circuit.
- Any upgrading or improvement work required as a result of legislation, or to meet with current standards.
- Damage caused by tampering, theft, faulty installations, misuse, fire, flood, explosion, lightning or other bad weather conditions.
- If the boiler is removed from its place of installation without our prior consent.
- To any defect resulting from the incorrect installation of the boiler, the flue system or the facility for condensate disposal. Intergas reserves the right to change these Terms & Conditions at anytime and its decision regarding the warranty is final.

March 2018.