



# Gas and Diesel boilers 3/2 Warranty

**Your boiler is covered by our three year parts 2 years labour warranty**

The following process applies to all claims under warranty

- **Notification**, all claims should be notified to heat IQ promptly. This can be done by phone or by e-mail.
- A claim form will be provided for you to complete and return along with Evidence of annual servicing being carried out throughout the period of warranty.
- Please be aware your claim is not accepted until you are given formal confirmation.
- Any parts or components supplied will be invoiced, pending assessment of your claim. The invoice will be payable until a claim is approved, at which our invoice will be credited.
- **Assessment of your claim may require you to provide one or more of the following**
  - 1/ Details of the installation including serial number of the boiler, the installed location and purchased date
  - 2/ Photos of the failed items and or of the system associated as required to support the claim.
  - 2/ Return of failed item/s to heat IQ for assessment (shipping costs associated with the return will be reimbursed where claim under warranty is approved)

In some instances we may ask to make an onsite assessment of the issue or failure. This would be done by heat IQ or its appointed agent.

**Our aim is good service in all we do, it is our policy to be fair in all cases, and we will always make fair and honest assessment of any warranty claim. In all cases we will process warranty claims promptly/.**

- **Call out charges** are not covered under warranty
- **Travel charges** are not covered by our warranty.

**Labour is covered for two years in the case of failure of the following**

Product or manufacturing defect or failure. A maximum amount is applied to labour. Current amounts can be found in our T & Cs

Parts and or Labour is not covered where failure can be attributed to incorrect use, installation or service.

**Limited warranty items**

Thermistors, and HX seals are considered service items Labour is not covered for these items

More information can be found in the T & Cs published on our website