

Extended Warranty For Your *Klargester* Treatment Plant

You must contact Direct Drainage **within 30 days** of delivery to arrange commissioning and/or servicing to receive Klargester Extended Warranty.

✉ sales@direct-drainage.co.uk

☎ 01388 537 050



Full Compliance

Remain fully compliant with local DEFRA/Environment Agency regulations



Free Parts

Replacement parts if required for your system (fair wear and tear only)



Expert Care

Free expert technical support to give peace of mind with no disruption or downtime needed for repairs

Product	Warranty	Exceptions	
		Control Panel	Pumps
BioDisc BA-BB	7 Years	2 Years	2 Years
BioDisc BC-BN	3 Years		2 Years
BioFicient 1-5	3 Years	2 Years	2 Years
BioFicient 6-80	2 Years		
BioTec 1-4	2 Years		1 Year
L Range 6-18	1 Year		

Terms of your extended warranty

To ensure your extended warranty is valid, please adhere to the following terms:

- ✓ To activate your extended warranty, you must contact Direct Drainage to arrange a commissioning and/or service within 30 days of delivery.
- ✓ Your Kingspan Klargestor plant must be commissioned by a suitably qualified professional, either a Kingspan Service engineer or Kingspan Klargestor accredited installer & Service partner.
- ✓ You must arrange to have a full service of your plant within one year of registering your warranty. Contact our Kingspan Service team on helpingyou@kingspan.com to arrange a suitable date.
- ✓ Your Kingspan Klargestor treatment plant must be serviced once a year by a suitably qualified professional, either a Kingspan Service engineer or Kingspan Klargestor accredited installer & Service partner.
- ✓ When claiming Warranty, you must keep a record of all service and maintenance records carried out to your Kingspan Klargestor plant (either by Kingspan Service and/or the approved installer & Service partner).
- ✓ Any repair work carried out under the terms of the extended warranty contract will be guaranteed for a period of 28 days unless the original repair works were necessitated by reason of abuse or misuse of the system (in which case any all repair works will be chargeable).
The extended warranty will be invalidated if you do not give us a reasonable opportunity to inspect the goods and the system to confirm the cause of the problem which you have encountered with it.
- ✓ The warranty will be invalidated if you abuse and/or misuse the goods and/or the system.
- ✓ The warranty set out above will be invalidated if you use the goods and/or the system in any way which is inconsistent with any of the following:
 - (a) any specific instruction given to you by us;
 - (b) the manufacturer's guidelines; or
 - (c) any operating instructions.
- ✓ The warranty set out above will be invalidated if you fail to notify us in writing of the defect or failure in the goods or system within 14 days of your discovery of the defect or failure.
- ✓ We cannot take responsibility for any loss of profit, which you may suffer as a result of any failure or defect in the goods or system.

We are an Accredited Partner



As we are a Kingspan Klargestor accredited installer & Service partner you can be confident by trusting us with your purchase we can continue to offer our services in line with Klargestor extended warranty terms.

We offer various fixed ongoing servicing plans inclusive of emptying in line with government guidelines and replacement of wearable parts.

	Basic	Standard	Premium
Routine annual service visit	✓	✓	✓
Replacement of wearable parts	✓	✓	✓
Discounted de-sludging	✓	✓	✓
Discounted parts	✓	✓	✓
Priority call-outs	✓	✓	✓
Expert technical support	✓	✓	✓
One annual de-sludge visit		✓	✓
FREE call out visits			✓

