

TERMS AND CONDITIONS OF THE IDEAL WARRANTY.

ALL BOILERS WITH AN IDEAL WARRANTY OFFER CUSTOMERS THE COMFORT OF A PARTS AND LABOUR REPAIR SERVICE SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS. DURING THE PERIOD OF THE WARRANTY WE WILL, AT OUR OPTION, REPAIR OR REPLACE A BOILER FREE OF CHARGE WHERE IT SUFFERS A MECHANICAL OR AN ELECTRICAL BREAKDOWN AS A RESULT OF DEFECTIVE WORKMANSHIP OR MATERIALS, SUBJECT TO THE FOLLOWING CONDITIONS AND EXCLUSIONS.

1. Your boiler must have been installed and commissioned within 12 months of manufacture by a Registered Gas Installer in accordance with the guidelines in the installation and servicing booklet provided with the boiler. You should also be in possession of a completed Benchmark commissioning sheet. In the event this is not available please contact your appointed installer.
2. The warranty period for your boiler is 12 months (please see section 3 below). If you register your boiler within 30 days of installation and provide proof of annual boiler service by an Ideal trained registered gas installer, the warranty period will be extended by a further 72 months (please see section 4 below). Your boiler must be serviced at the end of every 12 month period in order to activate the following 12 month warranty.
3. The warranty commences from the date of installation. Without proof of purchase i.e. an invoice or completed benchmark commissioning sheet, the warranty will be taken to commence from the date of manufacture as detailed on the appliance date plate.
4. If you do not register your boiler within 30 days, the standard warranty period of 12 months will apply.
5. If you suffer a mechanical or electrical breakdown of your boiler you should telephone Davies Ltd, 150 Harmonstown Rd, Raheny, Dublin 5 on **01 8511700** and ask for the heating Dept.
Our opening hours are Monday—Friday 8am— 5pm and Saturday 8:30am-1pm. We will arrange for an Engineer, or an appointed contractor to inspect and repair your Ideal boiler.
Please note:
 - 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 or 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. Ideal Boilers will not accept responsibility for the removal of cupboards, kitchen units or trims in order to gain access for repairs.
6. Your Ideal Logic boiler must not be removed from its place of installation at your property without our prior consent.
7. We reserve the right to charge a call-out fee where:
 - a. You are unable to produce a completed “Benchmark commissioning sheet” or equivalent control document.
 - b. A fault cannot be found with your boiler.
 - c. The breakdown or fault has been caused by an event, which is excluded from the warranty—refer to section 7.
 - d. Failure to cancel an agreed appointment prior to our engineers visit.
 - e. The boiler is outside the warranty period, refer to section 3.
8. The warranty does not apply:
 - a. To any defect, damage or breakdown caused by inadequate servicing of your boiler or by deliberate action, accident, misuse or third party interference including modification or attempted repair which does not fully comply with industry standards.
 - b. To any defect, damage or breakdown caused by the design, installation and maintenance of the central heating system.
 - c. To descaling 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, sludged up pipes and poor circulation of the central heating system.
 - d. If you do not comply with the claims procedure in the warranty.
 - e. To any other costs or expenses caused by or arising as a result of the breakdown of your Ideal boiler.
 - f. To any defect resulting from the incorrect installation of the boiler to the flue system.
 - g. To any costs incurred during delays in fixing reported faults.
9. If we fit replacement parts or replace your Ideal boiler it will not extend the period of warranty. All replaced parts or boilers will become the property of Ideal Boilers.
10. The warranty applies only where your Ideal boiler has been installed in a domestic dwelling or other property in ROI to provide heat and/or hot water to the Central heating system.

Davies Ltd are the sole distributor of Ideal Boilers in the Republic of Ireland. The warranty cover provided by Davies Ltd on Ideal Boilers in ROI applies to Ideal Boilers distributed through Davies Ltd and their approved supply chain network of merchant partners in the Republic Of Ireland.

Our Ideal warranty is offered in addition to the rights provided to a consumer by law. Details of these rights can be obtained from a Citizen Advice Bureau.

Guarantor - Ideal Boilers Ltd, P.O. Box 103, National Avenue, Hull, HU5 4JN.