



# LOGIC IE BOILER WARRANTY



Made for  
Ireland



FOR MORE INFORMATION ABOUT  
YOUR WARRANTY CONTACT DAVIES:

**Tel: 01 8511700**  
**Email: [idealheating@davies.ie](mailto:idealheating@davies.ie)**

## Customer details

Thank you for registering your Ideal boiler:

Serial number:

Registered installation date:

The warranty cover, subject to T&Cs is:

The warranty end date is:

Address:

\*Please note the boiler must be registered within 30 days, the Benchmark Commissioning Checklist completed and an annual service carried out.



# TERMS AND CONDITIONS OF THE IDEAL WARRANTY.

During the warranty period we will, at our option, repair or replace your Ideal boiler free of charge where it suffers a mechanical or 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).
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 to Friday 8am-5pm and Saturday 8am-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 IE 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. This warranty is in addition to and does not affect your statutory rights. Details of your statutory rights can be obtained from Citizens Advice Bureaux.

#### Important Data Protection Information

Ideal Boilers Limited has appointed Domestic & General Services Limited to provide product registration services and protection plans to accompany its products.

Domestic & General Services Limited and Ideal Boilers Limited will use your information (which you or others have provided to us) to provide the requested service and for administration (including the recovery of any amounts owing, where applicable), marketing, market research and analytics and testing purposes. Your information may also be shared with other members of the Domestic & General Group of companies, with members of Ideal Boilers' group and with suppliers acting on our behalf. Ideal Boilers Limited will process your personal information in accordance with their privacy policy.

If you wish to change your marketing preferences or if you wish to opt out of receiving marketing information, please let us know by sending an email to [marketingpreferences@domesticandgeneral.com](mailto:marketingpreferences@domesticandgeneral.com) or writing to: Freepost Plus RTKS-CLRA-GRYE, Data Protection Officer, Domestic & General, Leicester House, 17 Leicester Street, Bedworth CV12 8JP.

You may (for a small fee) request a copy of your data by writing to us at the address above.