



# YOUR VOGUE IE WARRANTY



Made for  
Ireland



The  
Complete  
Solution

FOR MORE INFORMATION  
ABOUT YOUR WARRANTY  
CONTACT IDEAL ENERGY:

**TEL: +35319617700**  
**EMAIL: [info@idealenergy.ie](mailto:info@idealenergy.ie)**

Full Terms & Conditions can be found at  
[www.idealheating.ie](http://www.idealheating.ie)

## APPLIANCE DETAILS

Thank you for registering your Ideal boiler:

Serial number:

The warranty cover, subject to terms and conditions is  years.

The registered installation date was:

The warranty end date is:

Address:

# TERMS AND CONDITIONS OF YOUR IDEAL HEATING WARRANTY

Please ensure that you benefit from a longer guarantee period by registering your Ideal boiler within 30 days (please refer to section 2 below). You can do this by completing your boiler registration via [installerconnect.com](http://installerconnect.com), [idealboilers.ie](http://idealboilers.ie) or contacting Ideal Energy on 00353 01 961 7700.

1. To receive the full warranty, the boiler must be registered through the Ideal Heating Connect loyalty scheme platform (either website or app).
2. 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.
3. The guarantee 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 guarantee period will be extended by a further 84 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
4. The guarantee 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 guarantee period will be extended by a further 108 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.
5. The guarantee commences from the date of installation. Without proof of purchase i.e. an invoice or completed benchmark commissioning sheet, the guarantee will be taken to commence from the date of manufacture as detailed on the appliance data plate.
6. If you do not register your boiler within 30 days, the standard guarantee period of 12 months will apply.
7. If the boiler suffers a mechanical or an electrical breakdown we should be contacted on one of the following numbers:

**Ideal Energy, Ascot House, Kinsealy Lane, Malahide, County Dublin, K36 HH42 on 00353 01 961 7700.**

**Our opening hours are Monday - Friday, 8am - 5pm.**

We will arrange for an engineer or appointed contractor, to inspect and repair, or where in our sole opinion repair is not economic, arrange to replace the boiler. Please note:

- a. Engineers will only attend to boiler products where it is considered by them that the installation does not pose a risk to health and 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 will not accept responsibility for the removal of cupboards, kitchen units or trims in order to gain access for repairs.
8. Your Ideal boiler must not be removed from its place of installation at your property without our prior consent.
9. The guarantee does not apply:
  - a. To any defect, damage or breakdown caused by inadequate servicing of the boiler or by deliberate action, accident, misuse or third party interference including modification or an 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, sludge in pipes and poor circulation of the central heating system.
  - d. If you do not comply with the claim's procedure in the guarantee.
  - e. To any other costs or expenses caused by or arising as a result of the breakdown of an 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
10. 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.
  - c. The breakdown or fault has been caused by an event, which is excluded from the guarantee (please see section 8).
  - d. Failure to cancel an agreed appointment prior to our engineers visit.
  - e. The boiler is outside the warranty period (please see section 4).
11. If we fit replacement parts or replace a boiler it will not extend the period of the warranty. All replaced parts or boilers will become the property of Ideal Boilers Ltd.
12. The guarantee 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..