



ELTERM UK WARANTY CARD

To receive the full benefits of the extended guarantee, the following terms and conditions must be followed, or your claim will be rejected:

For all issues related to our products, please report at servis@elterm london.co.uk or call us on (+44) 7886253808

Or: andy@culmstoreselterm.co.uk (+44) 757 686 91 60

BOILER INFORMATION

Serial Number	
Boiler type: System/Combi/Storage	
Power (kW)	
Power Voltage (V)	
Purchase Date	
Installation Date	
Installed Components:	
Magnetic Filter	
Water Descaler	
Thermostat	
Timer	
Rotary Isolator	

OWNER

Full Name	
Street	
Post code	
City	
Contry	
Phone	
e-mail	

INSTALER

Full Name	
Street	
Post code	
City	
Country	
Phone	
e-mail	

NAME OF SELLER IF POSSIBLE

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ADDITIONAL INFORMATION

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BOILER GUARANTEE TERMS AND CONDITIONS

Standard Boiler Warranty Lasts 24 Months.

To receive the full benefits of the extended guarantee, the following terms and conditions must be followed, or your claim will be rejected:

If your installer advises you of a boiler fault, please get in touch with us.

1. A qualified engineer must install and commission the boiler within 12 months of it being despatched from the Elterm Store warehouse or Elterm Distributor in the UK. **We don't cover warranty claims for boilers from private imports or bays from not Elterm distributors in the UK.**
2. All works must follow the installation manual and these terms and conditions.
3. The installer must complete the installation log book at the point of installation and retain it on site for inspection during an engineer's visit.
4. The guarantee will commence from the date of installation. To validate this, Elterm will require proof of purchase – i.e. an invoice or completed logbook, without which the guarantee will commence from the date of manufacture, as shown on the boiler data plate.
5. The boiler guarantee must be registered within 30 days of installing the appliance. Failure to register within this time period will result in the guarantee reverting to 12 months from the date of installation.
6. The cost of annual servicing is not included in the guarantee.
7. The guarantee applies only to boiler component failures and not to other central heating system components external to the boiler (such as room thermostats, time controls, motorised valves, etc.).
8. The guarantee will cover material and labour charges to repair or replace components within the boiler against manufacturing defects from the installation date, provided an authorised registered engineer repairs.
9. Invoices for third-party attendance and repair of this appliance will not be accepted for payment unless pre-authorised in writing by Elterm.
10. The guarantee on any repair or replacement parts (including boiler replacement, should it be necessary) does not extend the guarantee period concerning the appliance beyond the original term defined under clause 5.
11. If any failure is caused by contaminated water in the boiler (e.g. blockages or influences of flux residues, iron oxides, limescale, sludge, etc.), the engineer's visit becomes chargeable at the prevailing rates.
12. Moving the boiler to another property without Elterm's written consent will invalidate the guarantee.
13. The guarantee does not cover Self-maintenance tasks such as re-pressurising the system, bleeding air, or thawing frozen pipes. In these instances, Elterm recommends you contact your engineer. * or its equivalent body.
14. The guarantee does not include cover for fair wear and tear, wilful damage, abnormal storage or working conditions, accidental damage or negligence by you or any third party, or failure by you or any third party to operate or use the products under the operating instructions.
15. The guarantee does not cover installation in mobile leisure accommodation vehicles, such as boats, caravans, etc.
16. The guarantee does not cover consequential losses relating to any other costs or expenses caused by or arising as a result of an Elterm boiler's breakdown.
17. All installation-related, non-boiler or external system fault calls will be charged to you and could invalidate your guarantee.

- 18.** Health and safety are paramount to us, and if our engineers cannot gain safe access to the boiler or an engineer cannot gain access to the property, then an Elterm abortive charge will apply.
- 19.** For calls requested to boilers within the guarantee period, a refundable deposit may be required before the commencement of any work or any visit. This deposit will not be retained if the boiler guarantee covers the diagnosed fault.
- 20.** If these terms and conditions have not been complied with in full, Elterm reserves the right to declare your guarantee null and void. Elterm's decision regarding Warranty claims is final.
- 21.** If this guarantee is declared null and void, upon your request, Elterm may offer an extended warranty product for repairs and annual services for an additional cost.
- 22.** This guarantee is in addition to and does not affect your statutory rights in relation to any product that is faulty or not as described.
- 23.** Using non-genuine Elterm spare parts in any repair will invalidate the guarantee.
- 24.** When registering the guarantee, please note that Elterm will share your personal data with its business partners to assist with its administration.
- 25.** The guarantee applies to installation in domestic dwellings in the United Kingdom and the Republic of Ireland.
- 26.** The terms of this guarantee are subject to the laws of England and Wales, and any dispute arising from this guarantee shall be decided under those laws and before a court or tribunal in England.

It's worth checking...

Before you call the service, please::

- read the attached instruction manual,
- watch the instructional video below,
- check that the central heating system is filled with water and well-vented,
- check if the wired bridge of the room thermoregulator is closed
- check the fuses on the power supply and whether they are powered (a failure of the primary protection is possible),
- check the electronic system fuse on the boiler,
- check the deaeration of the circulation pump,
- open the thermostatic or ball valves on the radiators (the temperature of the setting on the radiator valve in the room with the room thermoregulator must be higher than the temperature of the thermoregulator - it is recommended to open the thermostatic head to the maximum temperature),
- check the filter blockage,
- ensure adequate pressure in the closed central heating system (at least 1.5 bar with cold water),
- Check if the temperature limiter on the boiler body (user manual) is not pressed.