

## Terms and conditions of the Advance Warranty

All **Advance** boilers offer customers the comfort of a free **5 year** parts and labour repair service subject to the following terms and conditions.

During the period of the warranty we will, at our discretion, 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 during the manufacturing process, subject to the following conditions and exclusions.

1. The boiler must have been installed and commissioned by a registered Gas Safe installer in accordance with the guidelines in the installation and servicing booklet provided with the boiler.
2. The "Benchmark" log book must be completed by the installer and left with the boiler for reference purpose.
3. The warranty will commence from the date of installation providing the installation has taken place within 60 days of the purchase date. Without proof of purchase i.e. an invoice or completed "Benchmark" commissioning sheet, the warranty will commence 6 months from the date of manufacture as detailed on the last four digits of the boiler serial number. For example, last four digits of the serial number are **1223** meaning a December **2023** manufacturing date.
4. To qualify for the full **5** years of the warranty the boiler must be registered within 30 days of installation with both ourselves and the Gas Safe Register and be serviced annually by a competent Gas Safe Registered Engineer. Should either of these conditions not be met the period of warranty will only be valid for 12 months from installation and not **5** years. (If clarification is required please contact us on the numbers set out below.) Service details must be recorded in the benchmark logbook which must be available for inspection during any warranty call. The cost of an annual service is not included in the warranty.
5. Assuming points 1 to 4 have been correctly followed; If the boiler suffers a mechanical or an electrical breakdown we should be contacted on **01922 714 600** choosing the option for **Service** (option 4)

Our normal working times, excluding Bank holidays are:

8.00am - 5.00pm Monday to Thursday  
8.00am – 4.00pm Friday  
8.30am - 12.30pm Saturday (Oct – April)

We will arrange for a Gas Safe Registered appointed contractor, to inspect and repair, or where in our sole opinion a repair is not economically feasible then we will arrange to replace the 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 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. Biasi will not accept responsibility for the removal of cupboards, kitchen units or trims in order to gain access for repairs.
- d. Adequate parking must be made available e.g. parking permits etc

6. The warranty does not apply:

If the boiler is removed from its place of installation without our prior consent.

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.

To any defect, damage or breakdown caused by the design, installation and maintenance of the central heating system, including system debris related damage to boiler components.

To de-scaling 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.

If the claim/contact procedure set out in section 5 is not adhered to.

To any other costs or expenses caused by or arising as a result of the breakdown of a Biasi Boiler.

To any defect damage or breakdown arising to electrodes or other consumable items or requiring the replacement or repair of the same.

To any boiler component failure resulting from the connection of non-compatible external controls or incorrect electrical connection.

To any defect resulting from the incorrect installation of the boiler, the flue system or the facility for condensate disposal.

To any costs incurred during delays in fixing reported faults.

7. **Effective 1<sup>st</sup> 2024:** June we reserve the right to charge a **£125** callout fee where:

There is no completed "Benchmark" commissioning sheet or equivalent control document present.

A fault cannot be found upon visit as the boiler is functioning correctly

The breakdown or fault has been caused by an event, which is excluded from the warranty – refer to section 6.

Failure to cancel an agreed appointment prior to our engineers visit.

The boiler is outside the period of warranty or the conditions of the warranty have not been met – refer to sections 3 & 4.

We will raise an invoice for the callout charge with reference to the above which will be immediately payable. Warranty will be placed on hold until the invoice is paid and will not be extended for the period it takes to receive cleared funds for the callout charge.

8. 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 Biasi UK Ltd.

9. The warranty applies only where a Biasi boiler has been installed in a domestic dwelling in mainland United Kingdom and Northern Ireland and I.O.W. to provide heat and/or hot water to the central heating system.

Our Biasi **Advance** warranty is offered in addition to the rights provided to a consumer by law. Details of these rights can be obtained from a Trading Standards Authority or a Citizen Advice Bureaux.

Parts \* Excluding electrodes as they are classed as consumables (section) To keep the warranty validated, it is essential to replace them privately every 2 years. All Consumables are excluded from warranty policies. Failure to comply with the Manufacturer's servicing instructions and requirement will invalidate the customers warranty. This does not affect your statutory rights.