

# 5 YEAR HEAT EXCHANGER WARRANTY



## TERMS AND CONDITIONS

Ideal Commercial Imax Xtra, Imax Xtra EL and Evomod boilers come with a heat exchanger warranty of up to 5 years, subject to compliance with the following terms and conditions.

During the period of the guarantee Ideal will, at our option, repair or replace a heat exchanger free of charge where it suffers a breakdown as a result of defective workmanship or materials, subject to the following conditions and exclusions.

1. The system water must have been cleansed before installation.
2. The boiler must have been installed within 12 months of manufacture by a suitably qualified registered Gas Safe installer in accordance with the guidelines in the installation and servicing booklet provided with the boiler.
3. The boiler installation must have been registered with Ideal Boilers Limited within 30 days of completion of the boiler installation.
4. The boiler must have been commissioned by Ideal Commercial Boilers within 3 months of installation.
5. A suitable filter must have also been installed.
6. The guarantee will commence from the date of commissioning.
7. At the end of each 12 month period, the boiler must have been serviced by a Suitably Qualified Gas Safe registered engineer, in accordance with the guidelines in the installation and servicing booklet provided with the boiler. If this condition is not met, the heat exchanger warranty will lapse.
8. Ongoing water treatment must be in operation throughout the life of the boiler. Only chemicals with valid BuildCert approval can be used.
9. If the boiler suffers a mechanical or an electrical breakdown Ideal Commercial Boilers should be contacted on the following number:  
  
Ideal Commercial Boilers T 01482 498376  
Our normal working times, excluding Bank Holidays are:  
8am – 5pm Monday to Friday, 8am – 4pm Saturday,  
8.00am – 12 noon Sunday  
  
Ideal Commercial will arrange for an engineer or representative to inspect and repair, or where in our sole opinion a repair is not economic, arrange to replace the heat exchanger.
10. The guarantee does not apply:
  - a. If the boiler is removed from its place of installation without our prior consent.
  - b. 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.
  - c. To any defect, damage or breakdown caused by the design, installation and maintenance of the system, including external controls and interlocked devices.
  - d. To de-scaling or other work required as a result of hard water scale deposits or from damage caused by sludge / debris.
  - e. To any other costs or expenses caused by or arising as a result of the breakdown of the boiler.
  - f. To any defect resulting from the incorrect installation of the boiler, the suitable filter, the flue system or the facility for condensate disposal.
  - g. To any costs incurred during delays in fixing reported faults.
11. Ideal Commercial reserve the right to charge a call-out fee or request a purchase order to cover potential costs where:
  - a. A fault cannot be found.
  - b. The fault has been caused by an event, which requires further investigation.
  - c. Failure to cancel an agreed appointment prior to our engineer's visit.
  - d. The boiler is outside the period of guarantee or the conditions of the guarantee have not been met – refer to sections 1 to 8.
12. If Ideal Commercial fit replacement parts or replace a heat exchanger it will not extend the period of the guarantee. All replaced parts or boilers will become the property of Ideal Boilers Ltd.
13. The guarantee applies only where an Ideal Commercial boiler has been installed in mainland United Kingdom, Northern Ireland and the Isle of Wight.

### 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. Adequate access, lighting and permanently fixed flooring must be available.
- c. Ideal will not accept responsibility for the removal of obstructions in order to gain access for repairs.

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

Ideal Commercial Boilers  
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