

WARRANTY
TERMS & CONDITIONS



BUILT TO LAST

ATAG HEATING TECHNOLOGY UK LIMITED



KEEP THE WARRANTY VALIDATED

To maintain any product warranty, your appliance must have an annual service carried out by a Gas Safe registered (or Ireland equivalent) engineer.

As well as ensuring your warranty is maintained, an annual service will ensure your boiler is kept in tip-top shape.



ATAG HEATING TECHNOLOGY UK LIMITED

Dear valued customer,

Thank you for purchasing an ATAG boiler or heating component.

We pride ourselves on the quality of all of our products, however in the unlikely event a product suffers a breakdown, contact our customer helpline service on **0800 680 0100** and we will swiftly arrange for one of our national network of highly skilled engineers or appointed contractors, to inspect and repair the fault.

Please have the following information to hand when you call:

- Your installer's details.
 - Your address and contact details.
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Please note:

- a. Our engineers will only action repairs within the guidelines of the Health And Safety Executive - including having safe access to the boiler and the boiler must be safe to work on. In loft or attics permanently fixed access ladders must be available, along with adequate lighting and permanently fixed flooring.
- b. Access to the product for repair must be free of all obstructions.
- c. ATAG will not accept any responsibility and may make a charge:
 - For the removal of any items, cupboards, kitchen units, trims etc, to action a repair.
 - If the engineer cannot gain access to your property at the time we had arranged to visit so please make sure you are in at the appointed time.

If, in exceptional circumstances, you are asked to pay and a fee is not paid, your warranty may be suspended until the payment has been made.



WARRANTY PERIODS

The standard warranty periods are as follows:

- Boilers – **18, 12** or **10** years
- Cylinders – **25** years on vessel, **2** years on all other parts
- Controls – **18** or **5** years
- Filters – **18, 12** or **5** years
- Flue components – **1** year



*2 years warranty on all other parts

Please note:

Products sold prior to 2018 may have shorter standard warranty periods.



Details of the warranty period for the ATAG products purchased will be provided with your installation documentation. If you have any queries regarding your warranty, please contact us on **0800 680 0100**.



ATAG STANDARD WARRANTY

TERMS AND CONDITIONS

Products manufactured and supplied by ATAG Heating Technology UK Limited (ATAG) are warranted against material or manufacturing faults for the duration of the warranty period, subject to the following terms and conditions - **please read these carefully:**

- 1.** The boiler is installed and commissioned by a qualified (UK Gas Safe register or Ireland equivalent) engineer and the benchmark log book completed.
- 2.** The boiler must have been installed and commissioned within 12 months of manufacture.
- 3.** The boiler has been commissioned correctly upon installation and cleansed of all sludge following the BS 7593:2019 Code of Practice and the system remains sludge free for the duration of the warranty.
- 4.** A high-quality proprietary system filter capable of removing metallic and non-metallic debris must be fitted and maintained following the manufacturer's instructions.
- 5.** In hard water areas an appropriate scale prevention device must be fitted and maintained as per the manufacturer's instructions to the incoming mains water pipe to the boiler or cylinder.
- 6.** Installation of a deaerator must be included on all open vented installations to protect the boiler and system from air ingress.
- 7.** A product warranty must be registered with ATAG, by either the installer or you, the householder, within 30 days of the boiler being installed. For new build properties, this must be done within 30 days of the sale being completed. This can be done by visiting the ATAG website atagheating.co.uk or filling out the warranty registration form and returning to ATAG Heating Technology UK Ltd at the address specified on the registration card.

ATAG STANDARD WARRANTY

TERMS AND CONDITIONS (CONTINUED)

- 8.** When the warranty is registered with ATAG, the warranty will commence from the date of installation.
- 9.** The boiler must be serviced annually by a qualified (UK Gas Safe register or Ireland equivalent) engineer in line with the manufacturer's instructions and BS7593:2019. This includes checking system water quality every year during the annual service to ensure the required water quality parameters set within the boilers Installation and Servicing Instructions manual are maintained, and remedial action taken as appropriate. The benchmark log book must be completed and available for inspection.
- 10.** An unvented cylinder must be serviced each year under the G3 Building Regulation.
- 11.** This warranty does not in any way affect your statutory or legal rights.
- 12.** Any repair carried out under the terms of this warranty does not extend the warranty beyond its original period.
- 13.** This warranty only applies to products and installed in a domestic dwelling or light commercial environment, such as a small retail unit, public house or similar. The product must have been bought and installed in the United Kingdom, Republic of Ireland, Isle of Man or the Channel Islands..
- 14.** All products, excluding any flue component, purchased as part of a warranty extension pack will attract the same warranty as the boiler subject to these terms and conditions.

ATAG STANDARD WARRANTY

WHAT'S NOT COVERED:

1. Any part of the system not supplied by ATAG.
2. For extended control warranties (18 years). any non-ATAG products.
3. We will not accept or reimburse the costs of any third party who undertakes any work carried on the product or fits parts, unless we have approved such work in advance of it being carried out.
4. Any defect resulting from incorrect installation.
5. Products that have been moved from their original place of installation.
6. General wear and tear to components such as but not limited to: ignition and ionization electrodes, glass fuses, replaceable gaskets and seals and o-rings, condensate siphon or analogue pressure gauge. Damage to the boiler cover and flap is also excluded.
7. Re-pressurising of expansion vessels, and any issues caused by undersized system expansion or by incorrect servicing of expansion vessels.
8. Re-pressurising or de-pressurising the heating system or removal of air from radiators.
9. Costs incurred at the time of annual service, including parts such as seals or electrodes replaced at this time.
10. Any damage, whether accidental, negligent, malicious or otherwise.
11. Theft or attempted theft.
12. Any other costs or expenses caused by or arising as a result of a repair.
13. De-scaling or other work required because 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.
14. Any problems caused by inadequate supply of services such as electricity, gas, or water to the property.
15. Replacing batteries in controls, changing timings or settings in controls or reconnecting Internet connections to the boiler or smart phone.



If you need any help or support you can call us on:

0800 680 0100

[atagheating.co.uk](https://www.atagheating.co.uk)  [atagheating](https://www.atagheating.co.uk)

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