

CaprizPlus



Guarantee Registration

Thank you for installing a new Heatline appliance in your home.

Heatline appliances are manufactured to the very highest standard so we are pleased to offer our customers a Comprehensive First Year Guarantee. We recommend you complete and return as soon as possible your guarantee registration card. If your guarantee registration card is missing you can obtain a copy or record your registration by telephoning the Heatline Customer Service number 0844 736 9138.

Customer Service: 0844 736 9138

Technical Helpline (Chargeable): 0906 802 0253

Your appliance is guaranteed for a period of 12 months from the date of installation or 18 months from the date of manufacture, whichever is the shorter, and covers manufacturing defects only.

Heatline undertake to repair or replace parts free of charge which are recognised by us to be of faulty manufacture - if necessary after return to our factory for examination - on condition that:

- a) The appliance was installed by a qualified gas engineer in accordance with installation instructions, and all the relevant codes of practice, standards and legislation in force.
- b) The appliance has been used for normal domestic purposes and in accordance with the manufacturer's operating and maintenance instructions.
- c) The appliance has not been serviced, maintained, repaired, dismantled or tampered with during the guarantee period, by anyone other than an engineer approved by Heatline.
- d) The appliance is still in the possession of the original user, installed at the original address and proof of purchase in the form of a receipt or invoice is shown to the service engineer on request. The repair or replacement of parts during the guarantee period does not have the effect of extending the period.
- e) The boiler has been registered, within 30 days of installation, by one of the various methods described in the attached product document pack.
- f) The benchmark book has been correctly completed by a suitably qualified person and is available for inspection prior to any repair.

This guarantee does not cover:

- a) Any defects or damage resulting from incorrect or poor installation, inadequate servicing, or maladjustment of the gas or water used.
- b) Any defects in the system to which the appliance is connected.
- c) Any deterioration or maladjustment following changes in the nature or pressure of the gas or the water used, or a change in the characteristics of the electrical supply voltage.
- d) Highlands & Islands labour provision and costs in postcodes: KW, ZE, HS, KA, 27, 28, PA18 & above, IV13 & above, PH16 & above.

Notification of any fault should initially be made to the appliance installer to allow checks to be made the fault is not installation related.

No repairs should be undertaken upon the appliance, intending such repair it to be covered by the product guarantee, without prior authorisation from Heatline.

IMPORTANT: The appliance serial number must be quoted on all correspondence/contact made with Heatline.

Heatline reserve the right to apply a charge for any visit or repair where a product defect is not the cause of the fault / failure. Charges will applied for not home and aborted visits.

This guarantee is in addition to your statutory and other legal rights, which will not be excluded or diminished by the return of the guarantee registration.

Benchmark places responsibilities on both manufacturers and installers. The purpose is to ensure that customers are provided with the correct equipment for their needs, that it is installed, commissioned and serviced in accordance with the manufacturer's instructions by a competent person approved at the time by the Health and Safety Executive and that it meets the requirements of the appropriate Building Regulations. The Benchmark Checklist can be used to demonstrate compliance with Building Regulations and should be provided to the customer for future reference.

Installers are required to carry out installation, commissioning and servicing work in accordance with the Benchmark Code of Practice which is available from the Heating and Hotwater Industry Council who manage and promote the Scheme.

Visit www.centralheating.co.uk for more information.

