

# Return now to register for your FREE boiler guarantee

Response Licence No.  
MID 22456

# 2



**Ideal Boilers**  
**FREEPOST MID 22456**  
**WALSALL**  
**WS2 7WD**

**i Ideal** BOILERS  
ENGINEERED FOR PEACE OF MIND

## Guarantee

### Your Free Ideal Boiler Guarantee

The terms and conditions of the guarantee are detailed in this leaflet.

Please ensure that you benefit from a longer FREE guarantee period by registering your Ideal boiler within 30 days (please refer to section 2 below). You can do this by completing and returning the guarantee registration form attached FREEPOST or by telephoning our FREE registration number 0800 587 3715.

### Terms and Conditions of Caradon Ideal's Boiler guarantee

During the guarantee period we will, at our option, repair or replace your Ideal boiler free of charge where it suffers a mechanical or electrical breakdown as a result of defective workmanship or materials, subject to the following conditions and exclusions:

- Your boiler must have been installed and commissioned within 12 months of manufacture by a registered CORGI installer in accordance with the guidelines in the installation and servicing booklet provided with the boiler. You should also be in possession of a completed Benchmark Installation, Commissioning and Service record Log Book and Boiler guarantee registration leaflet. In the event these are not available please contact your appointed installer.**
- The guarantee period for your boiler is one year (please see section 3 below). If you register your boiler within 30 days of installation the guarantee period will be extended by a further 3 months **free of charge**.
- The guarantee commences from the date of installation. Without proof of purchase i.e. an invoice or completed 'Benchmark' Log Book, the 12 month warranty period will be taken to commence from the date of manufacture as detailed on the appliance data plate.
- If you suffer a mechanical or electrical breakdown of your boiler you should telephone Caradon Ideal on one of the following:

Northern Ireland: 02890 331444

Elsewhere in the UK: 01482 498660

Our normal working times, excluding Bank holidays are:  
8.00am – 5.00pm Mon – Fri  
8.00am – 2.00 Sat  
8.00am – 12.00 Sun

We will arrange for an Ideal engineer, or appointed contractor, to inspect and repair or, where in our sole opinion repair is not economic, arrange to replace your Ideal boiler. Please note:

- Engineers will only attend to boiler products where it is considered by the engineer that the installation does not pose a risk to health or safety.
- A permanently fixed access ladder must service installations in lofts or attics. Adequate lighting and permanently fixed flooring must also be available.
- Cupboard installations must provide minimum working clearances as detailed in the installation instructions. Caradon Ideal will not accept responsibility for the

removal of cupboards, kitchen units or trims in order to gain access for repairs.

- Your Ideal boiler must not be removed from its place or installation at your property without our prior consent.
- We reserve the right to charge a call out fee where;
  - you are unable to produce a completed 'Benchmark' Log Book or equivalent control document.
  - a fault cannot be found with your boiler.
  - the breakdown or fault has been caused by an event, which is excluded from the guarantee – refer to section 7.
  - failure to cancel an agreed appointment prior to our engineer's visit.
  - the boiler is outside the warranty period, refer to section 3.
- The guarantee does not apply:
  - To any defect, damage or breakdown caused by inadequate servicing of your boiler or by deliberate action, accident, misuse or third party interference including modification or 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.
  - To descaling 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, sludged up pipes and poor circulation or the central heating system.
  - If you do not comply with the claims procedure in the guarantee.
  - To any other costs or expenses caused by or arising as a result of the breakdown of your Ideal boiler.
  - To any defect resulting from the incorrect installation of the boiler to the flue system.
  - To any costs incurred during delays in fixing reported faults.
- If we fit replacement parts or replace your Ideal boiler it will not extend the period of the guarantee. All replaced parts or boilers will become the property of Ideal Boilers.
- The guarantee applies only where your Ideal boiler has been installed in a domestic dwelling or other property in mainland United Kingdom, Northern Ireland and I.O.W to provide heat and/or hot water to the central heating system.

This guarantee is in addition to and does not affect your statutory rights. Details of your statutory rights can be obtained from Trading Standards Authorities or Citizens Advice Bureaux.

Guarantor – Caradon Ideal Limited, PO Box 103, National Avenue, Hull. HU5 4JN.

**Ideal Boiler**, P.O. Box 103, National Avenue, Kingston upon Hull, HU5 4JN.  
Telephone: 01482 492 251 Fax: 01482 448 858. Registration No. London 322 137

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Ideal Limited

Caradon Ideal Limited pursues a policy of continuing improvement in the design and performance of its products. The right is therefore reserved to vary specification without notice.

Return  
within 30 days  
for 3 months extra  
FREE guarantee

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