



Electric Boiler 5 Year Warranty Terms & Conditions

1. The 5 Year Warranty offered by EHC is applicable to boilers purchased from 1st August 2021 onwards. Boilers purchased prior to this date are covered with the original 2 Year Parts & Labour Warranty only.

2. The installer must be suitably qualified to install EHC products and all Commissioning Sheets & Annual Servicing Sheets require to be made available to EHC when requested.

3. The Boiler must be installed as per the manufacturers installation instructions

4. The Boiler Warranty must be registered with EHC by either the Installer or the Householder, within 60 days of the Boiler being installed. For new build properties, this must be done within 30 days of the sale being completed. Failure to do so will reset the Warranty Period to 2 Years for Parts and Labour only.

5. For Boilers registered within the stated time frame, the 5 Year Warranty will comprise of 2 Years Parts and Labour with a further 3 years Parts only. An extended Warranty is available for the additional 3 years Labour cover if required.

6. To comply with our Manufacturer's Warranty Terms the Boiler must be serviced each year as outlined in the product installation manual. The service must be carried out by a suitably qualified engineer. The service can be done up to 30 days before or after the original anniversary of the Boiler being installed without invalidating the Warranty.

7. If the service is not carried out in accordance with the guidelines within the product installation manual, the Warranty cover will become void. The guidelines are as follows:
 - a. Service intervals must be every 12 months.
 - b. Ensure that the expansion vessel pressure is set to 1.5bar
 - c. Clean external & internal magnetic filters.
 - d. Check system water condition and inhibitor strength.
 - e. Check electrical connections.

8. While the Warranty is in place, we will replace parts which were faulty from the date of purchase, at our discretion free of charge. Reasonable Labour costs will only be paid where the value has been pre-agreed and authorised by EHC prior to the repair commencing.
9. This Warranty only relates to the Boiler and integrated controls and does not include any connected system, radiators or accessories such as time switches, thermostats, motorised valves, external pumps, external expansion vessels.
10. If the Boiler breaks down, we may ask you to pay a deposit prior to the repair visit. We will return the deposit in full if we find a fault that is covered by the Warranty. We may keep the deposit if we cannot access your property at the agreed visit time or conditions mentioned in point 5 above of this Warranty have not been met. A responsible adult must be at the property to provide access to the Engineer.
11. Any repair carried out under the terms of this Warranty does not extend the Warranty beyond its original period.
12. The 5 Year Warranty only applies to boilers bought in and used in the United Kingdom,
13. For Boilers installed in the Channel Islands and Isle Of Mann the Standard 2 Year Parts & Labour Warranty is applicable with the option to purchase an extended warranty. For all other areas out with the UK the Warranty provided will cover parts only for a 2 Year duration.
14. Engineers will not carry out repairs if they think accessing the Boiler would be a risk to Health and Safety.
15. If your Boiler is in a cupboard, there must be sufficient room for the Engineer to work (the minimum area is set out in the installation instructions). We will not accept responsibility for removing cupboards, kitchen units, trims etc to gain access for repairs.
16. This Warranty does not in any way affect your Statutory or Legal Rights.
17. Fernox Inhibitor (or equivalent) requires to be added to the system during installation and thereafter at regular intervals using the correct dosage.
18. A reputable magnetic filter requires to be installed on the return of every Boiler.
19. Existing systems require to be pressure flushed correctly and final TDS reading recorded on the commissioning paperwork.
20. This Warranty does not cover the following:

- a. Parts which fail due to system debris, contamination and/or water quality issues,
- b. Boilers installed within mobile leisure accommodation vehicles (LAVs) e.g. Boats, Caravans.
- c. Any extra costs incurred whilst undertaking a repair due to incorrect installation
- d. Products that have been moved from their original place of installation.
- e. Costs of each annual service, including consumable parts such as seals and chemical treatments (inhibitor etc.)
- f. Any repair that is needed as a result of anything other than a fault to the Boiler or failure of the Boiler itself.
- g. Any 3rd party damage, whether accidental, negligent, malicious, or otherwise.
- h. Theft or attempted theft.
- i. Any fault or failure in the heating system to which the Boiler is connected.
- j. Any other costs or expenses caused by, or arising as a result of a repair.
- k. Any damage caused by hard water scale deposits or sludge resulting from corrosion.
- l. Any problems caused by inadequate supply of services such as electricity or water to the property including loss of power.
- m. Boilers which have not been:
 - Installed and set up strictly in line with the installation instructions supplied with them (including the requirement to clean the system and add corrosion inhibitor in line with BS7593:1992); or
 - Maintained strictly in line with the maintenance instructions supplied with them; or
 - Where parts other than EHC Genuine Parts have been used in any service or repair.

For any further guidance on Warranty cover please contact our Technical Support Team on 01698 820533.