

WARRANTY AND SERVICE DOCUMENT

Gas products - This document is to be completed by the installer and placed inside or attached to the owner guide for future reference.

Electric products - This document is to be completed by the owner and placed inside or attached to the installer and owner guide for future reference.

GAS AND ELECTRIC PRODUCTS

All information to be completed in BLOCK CAPITALS.

The Serial number and Fascia code can be found on the information / data label. Please refer to the guide supplied with the product. On gas products the location of the information / data label is usually given in the 'Appliance data section' immediately under the table.

On electric products the location of the labels will be given towards the rear of the guide.

Serial Number

A LABEL CONTAINING THE SERIAL NUMBER MAY HAVE BEEN PLACED INSIDE THIS BOX.

Fascia name

Fascia code - Can be found on information label

A LABEL CONTAINING THE FASCIA CODE MAY HAVE BEEN PLACED INSIDE THIS BOX.

Model

Date of Installation

 D D M M Y Y

Brand (Please tick)

 Baxi
 Valor
 Wonderfire Other.....

GAS PRODUCTS ONLY

This table to be completed by the installer:

Installer Name	
Corgi Registration Number	
Company Name	
Company Address	
Company Telephone number	
Company Fax number	

Standard Warranty Terms & Conditions

The warranty is for 12 months subject to contract.

In the United Kingdom servicing can be carried out either by a **heateam** service engineer or a **CORGI** registered installer. You must register your fire with **heateam**, the service division of Baxi Heating UK Limited, either by completing and returning the registration card or calling our free telephone registration line on **0800 032 72 44**.

It is also a requirement of the warranty that the fire has an annual service (every 12 months) in accordance with the installation and servicing instructions, performed by a CORGI registered engineer. If you would like **heateam** to carry this out this service, please call on **08700 60 30 60**.

Our promise to you

If you experience a fault with your new fire, we aim to provide a safe and high quality repair service supported by our dedicated national network of highly skilled engineers. If your installer can't resolve the problem for you, we will do everything we can to get an engineer out to you as quickly as possible. Nothing in this warranty will affect your statutory rights.

What you need to do if you experience a problem with the operation of the fire:

- You should always contact your installer first, because the cause of the fault may not be related to the fire.
- If your installer confirms that the fault is with the fire and they can't repair it, our friendly customer service team is on hand to help.
- Simply call our service division **heateam** on **08706 090 081** to book an engineer visit or for any general advice that you may need. Our contact centre is open Monday to Friday 8am – 6pm, weekends and Bank Holidays 8.30am – 2pm, excluding Christmas Day and New Years day.

When calling **heateam**, it would be helpful if you could have the following information to hand:-

1. Fire serial number and fascia code
2. Date of installation
3. Your installer name and address details
4. Fire make and model number
5. Proof of purchase (if you do not have the fire serial number)

Note: details 1 – 4 should be recorded on the front page of this document

What this warranty covers

Free of charge repair or replacement of components found to be of faulty manufacture.

Free of charge replacement of the complete unit providing the failure is related to a manufacturing fault that cannot be repaired or is uneconomic to repair.

What this warranty does not cover

Repairs to fires which haven't been installed and commissioned properly and as set out in the installation instructions.

Faults caused by inadequate supply of gas or electricity (where applicable).

Reimbursement of any third party repair or replacement costs that we haven't been told about or agreed with you in advance.

Compensation or consequential losses (e.g. loss of earnings, business losses, stress and inconvenience) arising from a production breakdown, including repair delays caused by factors outside our reasonable control.

ELECTRIC PRODUCTS ONLY

Standard Warranty Terms & Conditions

The warranty is for 12 months subject to contract.

In the United Kingdom servicing can be carried out either by a **heateam** service engineer or a qualified electrician.

You must register your heater with **heateam**, the service division of Baxi Heating UK Limited, either by completing and returning the registration card or calling our free telephone registration line on **0800 032 72 44**.

Our promise to you

If you experience a fault with your new heater, we aim to provide a safe and high quality repair service supported by our dedicated national network of highly skilled engineers. Nothing in this warranty will affect your statutory rights.

What you need to do if you experience a problem with the operation of the heater:

Read the Cleaning and maintenance sections of the installer and owner guide supplied with the heater. If the problem cannot be resolved simply call our service division **heateam** on **08706 090 081** to book an engineer visit or for any general advice that you may need. Our contact centre is open Monday to Friday 8am – 6pm, weekends and Bank Holidays 8.30am – 2pm, excluding Christmas Day and New Years day.

When calling **heateam**, it would be helpful if you could have the following information to hand:-

1. Heater serial number
2. Heater brand and model number
3. Date of installation
4. Proof of purchase (If you do not have the heater serial number)

Note: details 1 – 4 should be recorded on the front page of this document.

What this warranty covers

Free of charge repair or replacement of components found to be of faulty manufacture.

Free of charge replacement of the complete unit providing the failure is related to a manufacturing fault that cannot be repaired or is uneconomic to repair.

What this warranty does not cover

Repairs to heaters which haven't been installed properly and as set out in this guide.

Faults caused by inadequate supply of electricity.

Reimbursement of any third party repair or replacement costs that we haven't been told about or agreed with you in advance.

Compensation or consequential losses (e.g. loss of earnings, business losses, stress and inconvenience) arising from a production breakdown, including repair delays caused by factors outside our reasonable control.