

# ECO Boiler Replacement - Workmanship Warranty

|                   |  |                               |  |
|-------------------|--|-------------------------------|--|
| Customer Name:    |  | Job Reference:                |  |
|                   |  | Date of System Commissioning: |  |
| Property Address: |  | Warranty Provider:            |  |
|                   |  | Warranty Reference Number:    |  |

## Replacement Boiler Details

|                      |  |                       |  |
|----------------------|--|-----------------------|--|
| Boiler Manufacturer: |  | Boiler Serial Number: |  |
| Boiler Model:        |  |                       |  |

## Scope of Works

The warranty will cover any associated works only to the extent they are stated to be included in the table below for the reason described within:

| Component   | Details<br>(include location / quantity) | Included | Excluded<br><small>Provide appropriate Reason<br/>(e.g. existing component not touched by design/<br/>installation / component doesn't exist in system)</small> |
|---|--|----------|---|
| Boiler  |  | Yes      | N/A   |
| Radiator Circuit                                  |  |          |   |
| Heating Circuit                                   |  |          |   |
| Heat Emitters<br>(confirm radiators / underfloor) |  |          |   |
| Flue  |  |          |   |
| Room Thermostats                                  |  |          |   |
| Thermostatic Radiator Valves (TRVs)               |  |          |   |
| Mains Water Supply to System and /or Boiler       |  |          |   |
| Cold Water Tank                                   |  |          |   |
| Expansion Tank                                    |  |          |   |
| Hot Water Storage Sank                            |  |          |   |
| Control Valves                                    |  |          |   |
| Heating System Pump                               |  |          |   |
| Other:<br>(description required)                  |  |          |   |

## Terms & Conditions of Workmanship Warranty

- This workmanship warranty covers the functioning of the replacement boiler or the heating system it serves when any claim under the warranty is notified to the Warranty Provider within 2 (two) year of the Date of System Commissioning.
- This warranty covers the rectification, free of charge, of problems which affect the functioning of the boiler or heating system, and which relate to the replacement boiler's installation and any associated works as stated in the Scope of Works below and/or design work, carried out by the operative(s) on behalf of the Warranty Provider.
- This warranty does not provide for the rectification of problems which is covered by the warranty/guarantee provided by the manufacturer for the replacement boiler. All manufacturer warranties are subject to the terms and conditions set out by the relevant manufacturer and any claims under the manufacturers warranty/guarantee shall be made direct to the relevant manufacturer.
- The warranty does not cover the rectification of a problem which arises after the replacement boiler is installed where that problem arises from one or more of the following:
  - Negligence;

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- 4.2. Accident;
- 4.3. Misuse of the replacement boiler;
- 4.4. Repair of the replacement boiler, by a person other than the Operative(s), the Warranty Provider or person acting on behalf of the Operative or Warranty Provider.
5. This warranty does not cover the cost of faults caused by changes, loss or fluctuation to utility supplies (electricity, gas or water), floods, storms, freezing, lightening, explosion, subsidence, any other structural changes or vermin.
6. This warranty will not cover for theft of the boiler or theft of any part of the heating system.
7. From the Date of System Commissioning (and payment of any agreed contribution towards the boiler replacement costs where applicable) and within 2 (two) year the Warranty Provider shall remedy the defect when such defect arises from the Scope of Works due to faulty workmanship or defective design at the Warranty Provider's cost, provided that the Warranty Provider will incur no liability under such warranty if:
  - 7.1. the occupier(s) have failed to notify the Warranty Provider within 2 (two) year of the Date of System Commissioning;
  - 7.2. the resetting or replacement of a circuit protective device due to circumstances unrelated to the Scope of Works;
  - 7.3. the fuses requiring replacement (except where they are damaged due to negligence by the operative(s) working on behalf of the Warranty Provider);
  - 7.4. any fault relating to any goods or equipment which are not listed as components in the Scope of Works;
  - 7.5. a fault occurs on existing system which has not been worked on under the Scope of Works, including concealed pipework and joints;
  - 7.6. any mechanical / electrical failure of existing components not worked on during the installation by the operative(s) under the Scope of Works;
  - 7.7. pre-existing issues which were identified as additional works under the system design but declined by the customer as agreed in writing within technical design documentation or contractual documentation;
  - 7.8. any additional remedial works required where the occupier(s) have refused appropriate remediation of an identified initial fault .
8. The occupier(s) must notify the Warranty Provider as soon as reasonably possible, and in any event within 30 days, about any fault to the Scope of Works after the damage is discovered, and at all times, within 2 (two) year of the Date of System Commissioning.
9. The Warranty Provider shall incur no liability where the occupier(s) fails to ensure that the equipment installed by the operative(s) working on behalf of the Warranty Provider, are not properly maintained in accordance with the manufacturer's recommendations.
10. The remedies contained in this clause are without prejudice to and in addition to any rights available to the occupier(s) by law.
11. Any remedial works under this warranty shall only take place between the normal business hours.

## Warranty Claims

If the occupier(s) are required to make a claim under this warranty they should do so by one of the following means:

**By Post:** [Warranty Provider]  
[Address 1]  
[Address 2]  
[PO5T C0D3]

**By Phone:** [+44xxxx xxx xxx]

**By Email:** [sample@warrantyco.com]

## Customer Declaration

I declare that to my knowledge no one has been charged for this warranty. The person providing this warranty has explained what it does and does not cover.

### Occupier

### On behalf of [Warranty Provider]

*The Occupier declaration can be signed by someone on behalf of the occupier as long as this is stated.  
This person cannot be the installer, supplier or any other party in the supply chain.*

Print Name: \_\_\_\_\_  
Signature \_\_\_\_\_  
Date: \_\_\_\_\_

Print Name: \_\_\_\_\_  
Signature \_\_\_\_\_  
Date: \_\_\_\_\_