

GUARANTEE

Terms & Conditions

We are not an emergency service and only operate during normal office hours from 9am-5pm Monday to Friday. On-site service support including parts and labour for 12 months from date of installation. After the initial 12 months, a guarantee will apply for a further :-

Cylinders 24 years (total 25 years)

Boilers 4 years (total 5 years)

Heat Pumps 2 years (total 3 years)

Lightwave 1 year (total 2 years)

(all of the above are subject to the registration of warranty card within 30days, annual maintenance and correct installation by a qualified person)

In the event of a replacement product is required Icon Heating Solutions will agree to reasonable labour costs in advance of any work undertaken by a competent engineer.

This guarantee is valid subject to the following:

- The product has been installed by a competent installer and as per the instructions contained in the installation manual and all relevant Codes of Practice and Regulations in force at the time of installation.
- Any disinfection has been carried out in accordance with BS 6700.
- The product has not been modified in any way.
- The system is fed from domestic mains water supply compliance with water regulations 2000
- The product has only been used for the storage of wholesome water (max. 200 mg/l chloride - for hard water areas. Icon Heating Solutions recommend the use of an electrolytic scale reducer).
- Any 3rd party labour charges associated with replacing the unit or any of its components have been authorized in advance by the Customer Service/ Technical Support team.
- The product has not been subjected to frost damage, nor has it been tampered with or been subjected to misuse or neglect.
- No factory fitted parts have been removed for unauthorized repair or replacement.
- The Benchmark Commissioning Checklist and Service Record included with this product installation Manual have been completed.
- Regular maintenance has been carried out by a competent person in accordance with the requirements set out in the maintenance section of the installation manual.

- Evidence of purchase and date of supply must be submitted upon making a claim.
- Any replacement parts used should be authorized Icon Heating Solutions. Only genuine spare parts can be used.
- Should a defect arise and a valid claim is received within the Warranty Period, its option to the extent the warranty period by the manufacture.
- Guarantee registration card to be completed by the home owner. Please use this card to register within 30 days of commissioning or occupation if new build property.

All the components supplied within the product carry a statutory 2-year guarantee

Please note: this guarantee excludes all pipework and connections and excludes any ancillary equipment as may be connected to the product. (Ex: descaling equipment, water softeners)

Icon Heating Solutions guarantees to the homeowner that for a period of 2 years from the date of commissioning or legal completion if new build, that the products and associated components installed will - Conform to Icon Heating Solutions specification and be free from defects in materials and workmanship, subject to the conditions set out below.

This guarantee does not affect your statutory rights.

Exclusions - The guarantee does not cover:

Icon Heating Solutions Ltd will not be liable for any fault or costs arising from incorrect installation, incorrect application, lack of regular maintenance or neglect, accidental damage, malicious damage, misuse, any alteration, tampering or repair carried by a non-competent person.

Neither the Distributor nor Manufacturer shall be responsible for any consequential damage howsoever caused by; -

1. Failure to install the product correctly and in accordance with local by-laws and building regulations
2. The effects of scale build up or the effects of corrosion.
3. Any consequential losses caused by the failure or malfunction of the product.
4. Faults and any associated costs arising from lack of power or water.
5. Failure incurred by water contamination, air pollution and natural disasters.
6. This guarantee is not valid for installations outside the United Kingdom.
7. Any consequential loss, loss of profits, revenues or receipts howsoever arising from any nonconformity or defect affecting the product or from any delay in repair or replacement of the product.
8. Any loss or damage caused by delay in conduct of services or supply of parts required to rectify the non-conformity or defect. (Icon Heating Solutions Ltd will use all reasonable efforts to ensure services are performed on a timely basis).
9. Repair or replacement of any Product consumables or decorative finishes, such as filters and casings.