

# KESTON HEAT 2 WARRANTY

## TERMS AND CONDITIONS

**Heat 2 boilers with a Keston warranty offer customers the comfort of a 2 years parts and labour repair service, subject to compliance with the following terms and conditions. Subject to compliance with the additional terms detailed below in section 5 the warranty period will be extended to 5 years.**

**During the period of the warranty Keston will, at our option, repair or replace a boiler free of charge where it suffers a mechanical or an electrical breakdown as a result of defective workmanship or materials, subject to the following conditions and exclusions.**

1. The boiler must have been installed and commissioned within 12 months of manufacture by a suitably qualified registered Gas Safe installer in accordance with the guidelines in the installation and servicing booklet provided with the boiler.
  2. The warranty will commence from the date of installation / commissioning. Without proof of purchase i.e. an invoice or completed commissioning sheet, the warranty will commence from the date of manufacture as detailed on the appliance data plate.
  3. To qualify for the full 2 years of the warranty the boiler must be registered with Keston Limited within 30 days of completion of the boiler installation, if the boiler is not registered within 30 days the warranty period will revert to 12 months from the date of installation.
  4. At the end of each 12 month period, the boiler must have been serviced by a Suitably Qualified Gas Safe registered engineer, in accordance with the guidelines in the installation and servicing booklet provided with the boiler. Should this condition not be met the boiler warranty will lapse.
  5. To qualify for the extended guarantee length of 5 years the boiler must be commissioned by a Keston Boilers Engineer and serviced annually by suitably qualified Gas Safe Registered Engineer, who has completed technical training with Keston Boilers on the product range. A copy of the service report must be submitted upon completion, unless serviced by Keston Boilers directly.
  6. If the boiler suffers a mechanical or an electrical breakdown Keston should be contacted on the following number:  
  
Keston T 01482 443005  
Our normal working times, excluding Bank Holidays are:  
8am – 5pm Monday to Friday, 8am – 4pm Saturday,  
8.00am – 12 noon Sunday.
- Keston will arrange for an engineer to inspect and repair, or where in our sole opinion repair is not economic, arrange to replace the boiler.
- Please note:
- a. Engineers will only attend to boiler products where it is considered by the engineer that the installation does not pose a risk to health and safety
  - b. A permanently fixed access ladder must service installations in lofts or attics. Adequate lighting and permanently fixed flooring must also be available.
- c. Compartment installations must provide minimum working clearances as detailed in the installation instructions. Keston will not accept responsibility for the removal of obstructions in order to gain access for repairs.
  4. The warranty does not apply:
    - a. If the boiler is removed from its place of installation without our prior consent.
    - b. To any defect, damage or breakdown caused by inadequate servicing of the boiler or by deliberate action, accident, misuse or third party interference including modification or an attempted repair which does not fully comply with industry standards.
    - c. To any defect, damage or breakdown caused by the design, installation and maintenance of the central heating system, including external controls and interlocked devices.
    - d. To de-scaling or other work required as a result of hard water scale deposits or from damage caused by sludge / debris.
    - e. To any other costs or expenses caused by or arising as a result of the breakdown of a Keston boiler.
    - f. To any defect resulting from the incorrect installation of the boiler, the flue system or the facility for condensate disposal.
    - g. To any costs incurred during delays in fixing reported faults.
  8. Keston reserve the right to charge a call-out fee or request a purchase order to cover potential costs where:
    - a. A fault cannot be found. The fault has been caused by an event, which requires further investigation.
    - b. Failure to cancel an agreed appointment prior to our engineers visit.
    - c. The boiler is outside the period of warranty or the conditions of the warranty have not been met – refer to sections 3, 4, 5 & 6.
  9. If Keston fit replacement parts or replace a boiler it will not extend the period of the warranty. All replaced parts or boilers will become the property of Keston Ltd.
  10. The warranty applies only where a Keston boiler has been installed in mainland United Kingdom, Northern Ireland and I.O.W.