



Ideal Boilers Limited provides a 2 year parts and labour warranty on the cylinder solution provided, the inner cylinder skin is further covered for on a replacement basis beyond this period to 25 years from the date of purchase, subject to adherence with the following terms and conditions of warranty

1. The unit has been installed and commissioned in accordance with our installation and service instructions and all relevant codes of practice and regulations in force at the time of installation.
2. All necessary inlet controls and safety valves have been fitted correctly.
3. The unit has only been used for the storage of potable water supplied from the public mains. The water quality shall be in accordance with
4. European Council Directive 98/83 EC, or revised version at the date of installation, and is not fed with water from a private supply, Particular:
Chloride content: Max. 200 mg/l
Sulphate content: Max. 200 mg/l
Combination chloride/sulphate: Max. 300 mg/l (in total)
5. If the newly fitted water heater is not in regular use then it must be flushed through with fresh water for at least 15 minutes. Open at least one hot water tap once per week, during a period of at least 4 weeks.
6. The Cylinder is registered within 30 days of installation, this can be done by calling Ideal Boilers on 01482 498660
7. The unit has been regularly maintained as detailed in the installation and service instructions
8. If the Cylinder suffers a mechanical breakdown, calls must be raised with Ideal Boilers Customer Services on 01482 498660
Our normal working times, excluding Bank Holidays are:
8am – 6pm Monday to Friday, 8am – 4pm Saturday,
8.00am – 12 noon Sunday
9. The guarantee for the stainless steel vessel is for twenty five years against material defect or manufacturing faults if the original unit is returned to us AND PROVIDED THAT:
 - a. It has not been modified, other than by Ideal.
 - b. It has not been subjected to wrong or improper use or left uncared for.
 - c. It has only been used for the storage of potable water supplied from the public mains, max 200mg/litre chloride.
 - d. It has not been subjected to frost damage.
 - e. The benchmark service record is completed after each annual service.
 - f. The unit has been serviced annually
10. If the stainless steel vessel proves to be defective either in materials or workmanship we reserve the right to either repair or supply replacements or the closest possible substitute in the case of any obsolete product and will collect and deliver to any address in England, Scotland and Wales (excluding all islands):
Our normal working times, excluding Bank Holidays are:
8am – 6pm Monday to Friday, 8am – 4pm Saturday,
8.00am – 12 noon Sunday

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. Ideal will not accept responsibility for the removal of fixtures or fittings in order to gain access for repairs.
11. The guarantee does not apply:
 - a. If the Cylinder is removed from its place of installation without our prior consent.
 - b. To any defect, damage or breakdown caused by inadequate servicing of the cylinder 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.
 - d. To de-scaling or other work required as a result of hard water scale deposits or from damage caused by aggressive water or sludge resulting from corrosion.
 - e. If the claim/contact procedure set out in section 12 is not adhered to
 - f. To any other costs or expenses caused by or arising as a result of the breakdown of an Ideal Cylinder.
 - g. To any defect resulting from the incorrect installation of the cylinder.
 - h. To any costs incurred during delays in fixing reported faults.
 12. We reserve the right to charge a call-out fee where:
 - a. A fault cannot be found.
 - b. The breakdown or fault has been caused by an event, which is excluded from the guarantee – refer to section 11
 - c. Failure to cancel an agreed appointment prior to our engineers visit
 - d. The Cylinder is outside the period of guarantee or the conditions of the guarantee have not been met.
 13. If we fit replacement parts or replace a cylinder it will not extend the period of the warranty. All replaced parts or cylinders will become the property of Ideal Boilers Ltd.
 14. The warranty applies only where an Ideal cylinder has been installed in a domestic dwelling in mainland United Kingdom, Northern Ireland and I.O.W. to provide hot water.

Our Ideal warranty is offered in addition to the rights provided to a consumer by law. Details of these rights can be obtained from a Trading Standards Authority or a Citizen Advice Bureaux. Guarantor – Ideal Boilers Ltd, P.O. Box 103, National Avenue, Hull, HU5 4JN.