

Terms and Conditions of Firebird's Warranty Programme

- a. Warranty implies that the product shall be free from defective parts or workmanship for a period of warranty cover which begins from the date of installation.
- b. All claims under the warranty programme must be within the above stated time limits.
- c. Installation and commissioning of the product must be in accordance with (a) Installation Manual, (b) all relevant standards and codes of practice. The work must be carried out by a competent qualified person using the correct installation and test equipment.
- d. Maintenance should be carried out at the intervals stated in the Installation Manual.
- e. Firebird can accept no liability in respect of any defect arising from incorrect installation, negligence, fair wear and tear, misuse, alteration or repair by unqualified persons.
- f. Firebird will not accept any liability in respect of any defect occurring on the product due to limescale build-up and or low return water temperature.
- g. The warranty programme extend to reasonable labour costs EXCEPT in the case of a 5 year warranty period whereby any valid claim made after 3 years will not include labour costs.
- h. Firebird's prior authorisation must be obtained before examination or repair of the product takes place.
- i. Firebird will examine all claims made under the warranty programme and for any claims that are deemed invalid, the costs incurred will be borne by the owner.
- j. The warranty programme only applies where the product was used only for normal domestic heating purposes.
- k. Any defective part removed under any or all of the warranty programmes MUST be returned to Firebird.

STATUTORY RIGHTS OF THE OWNER ARE NOT AFFECTED BY THIS GUARANTEE