

## 1. General Warranty Conditions:

All mainline equipment supplied by Adveco Ltd. is provided with a standard warranty period as outlined in the product-specific information tables found within this document.

All other unspecified equipment, including ancillary components and spare parts, are provided with the standard manufacturer's warranty only.

Within the relevant warranty period, following verification and at the sole discretion of Adveco Ltd., any assembly or component part (exempting those with further specific warranty conditions or exclusions as discussed within this document) that proves defective or inoperable due to manufacturing defect or material failure arising from a manufacturing defect will be provided with a replacement or a repair by Adveco Ltd. subject to the return of the faulty assembly or component part.

## 2. Extended Warranty Conditions:

Certain mainline equipment products supplied by Adveco may qualify for extended warranty conditions when successfully commissioned by an Adveco engineer, as outlined in the product-specific information tables found within this document.

In such cases, the extended warranty start date will be revised to begin from the date of successful commissioning, subject to a maximum start date extension of three months following equipment delivery. This extended warranty may additionally provide cover for all labour charges associated with the replacement and repair of the respective parts. A successful commissioning is one in which any further works recommended or required are completed and documented within a reasonable amount of time following our visit and reported to Adveco Ltd.

## 3. General Terms and Conditions of Warranty:

The warranty conditions as set out in this document will solely apply under the following terms:

- a. The equipment is installed and used strictly according to the specific Adveco installation, operation, and servicing instructions for the relevant model as contained within the product manual and in accordance with all relevant government and local authority installation and building codes, rules, standards, and regulations current at the time of visit.
- b. The equipment remains installed at its original installation position, with sufficient means of access to and around the equipment, in a non-hazardous and non-corrosive environment.
- c. Means of isolation of relevant services, such as gas, water, and electricity, are provided and functional.
- d. Safe working access is provided to the equipment, to include ladders, safety rails, harnesses, scaffolding etc. as required by the installation location. Adveco and its engineers retain the right to not carry out work if a health and safety risk is identified, and a charge may be applied for time lost.
- e. The equipment is operated according to safe design conditions, not exceeding the temperature or pressure stated on the appliance data plate and not operated under vacuum conditions.
- f. The equipment has been subjected to regular service and maintenance procedures by an approved and qualified operative in accordance with manufacturer recommendations and building risk assessment. Service or maintenance must have been performed within one year of the commissioning date with a following periodicity of at least annually, and reports must be made available upon request.
- g. All maintenance measures together with inspection results, treatment information, repair and corrective measures should be clearly documented in a system logbook.
- h. The warranty period for parts replaced under warranty will be equal to the remaining warranty period of the originally supplied equipment.
- i. Adveco retains the right to select the appropriate method of repairs or replacement based upon the circumstances of the fault or failure.

## 4. General Exclusions to Warranty:

Adveco grants no additional warranty or guarantee over its supplied equipment, components or assemblies of equipment, nor the components, assemblies or equipment supplied for replacement or repair, other than the warranty conditions expressly stated within this document.

Adveco accepts no liability for consequential damage to persons, property, equipment or hot water systems arising from its supplied equipment, components, assemblies, or replacement parts. Nor is any liability accepted for any disruption to business or losses beyond the scope of repairs or replacement of the boiler for which the warranty claim is raised, including but not limited to any loss of profits, revenue, business, goodwill, indirect or consequential loss or damage.

The warranty conditions as set out in this document will not apply for cases of:

- a. Replaceable parts such as gaskets, seals, O-rings, fuses, filters, ignition and flame sensing probes, or any other part considered to be a consumable or service part.
- b. Failure or leakage due to rust or corrosion in equipment or components subjected to potable water.
- c. Damage to the equipment or installation caused by external factors, including accidental or malicious damage, vandalism, theft, damage due to fire, flood, lightning, explosion, vacuum, frost, exposure to elements, or force majeure.
- d. Issues arising from incorrect installation, design, or maintenance of the system.
- e. Cosmetic damage that does not negatively impact the operation or performance of the equipment, such as scratches, scuffs, and dents.
- f. Misuse, neglect, modification, or incorrect or unauthorised use of the equipment.
- g. Any attempted repairs to leaks.
- h. Any work carried out by persons other than approved and qualified operatives.
- i. Unauthorised third-party costs and works.
- j. Use of non-original spare, service, or repair parts.
- k. Contamination of the water system by unapproved substances or by water inconsistent with the specified water quality requirements for the equipment.
- l. Works and costs if no faults are found on the equipment.
- m. Works and costs arising from problems with utility supply (such as gas, oil, water, electricity) to the building or equipment.
- n. Works and costs relating to parts supplied with, but not as part of, the equipment. Such parts carry the manufacturer's warranty only.
- o. Second visits or additional site time required to repair the appliance which are no fault of the attending engineer. Examples could include no plant room lighting, unsafe access, no access, or inability to isolate the appliance
- p. Any specialist equipment required to access or replace the appliance due to the location of the installation. Examples include crane, hi-ab, scaffold, aluminium towers, ladders, harnesses, or edge protection.
- q. Any operations required to be carried out due to incorrect use of the appliance, including but not limited to, descaling and power flushing.

## 5. Warranty Scope and Claim Procedure:

Adveco's standard warranty obligations are limited to the supply of the relevant replacement components, assemblies, or equipment only. Shipping, labour, installation, and all other costs associated with the repair or replacement of components or equipment will not be accepted by Adveco unless specifically covered under an extended warranty obligation as stated in this document for the relevant product.

Where expressly stated, Adveco's extended warranty obligations for equipment commissioned by an Adveco engineer may further cover the cost of labour associated with the repair or replacement of the relevant

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components by an Adveco engineer. This labour warranty may additionally cover the use of a third-party service partner only if labour rates are agreed with Adveco in advance of the repair or replacement works.

All claims are not payable until the warranty part has been received, inspected, and approved for warranty claim by Adveco.

To begin a claim, please telephone on 01252 551 540 option 6 or e-mail [service@adveco.co](mailto:service@adveco.co). Adveco's office hours are 09:30 to 17:00 Monday to Friday. Claims and fault notifications to Adveco outside of these hours will be considered received at the beginning of the next working day.

You will be required to identify your equipment via the serial number and model number on the equipment data plate located on the appliance body. An order will need to be placed to cover all associated parts and visits, and arrangements must be made by the claimant for the return of the defective parts, assemblies, or equipment. Adveco may elect to schedule an engineer to attend site to repair and/or report on faults. All warranty returns to Adveco will be subject to examination and validation prior to approval. Certain components, for example heat exchangers and tanks, may require further factory investigation.

Following approval of a claim, the value of parts and any covered labour as agreed with Adveco will be refunded.

<b>AD 70-280T and ADplus 70-140 Floor Standing Water Heaters</b>	
Term and Coverage	2 years Parts and Labour plus additional 5 years parts only on the heat exchanger and burner
Start date	Date of commissioning by Adveco, up to maximum 3 months from delivery of equipment
Conditions	Commissioning by Adveco, Annual Servicing by qualified gas operative (reports required)
Limitations	2 years parts only if not commissioned by Adveco or the annual servicing is not completed See exclusions below
Terms and Conditions	Below
Procedure	See 5) Warranty Scope and Claim Procedure An engineering visit must be booked to investigate and repair/report. Heat exchangers must be returned to factory for investigation. Tanks (ADplus) must be returned to factory for investigation.
<p><b>Heat Exchanger and Burner Warranty</b> When successfully commissioned by an Adveco engineer and further to the Extended Warranty Conditions, the stainless steel heat exchanger(s) and gas burner(s) within the AD and ADplus water heaters are provided with a warranty period of five years beginning from the date of commissioning. If, within this warranty period, following verification and at the sole discretion of Adveco, there occurs a failure of these components due to a manufacturing defect or material failure arising from a manufacturing defect, repairs or replacement components will be provided by Adveco Ltd. subject to the return of the faulty assembly or component part.</p> <p><b>Terms and Conditions</b> The warranty conditions as set out above will solely apply under the following terms:</p> <ul style="list-style-type: none"> <li>The appliance has been subjected to regular service and maintenance procedures by an approved Gas Safe operative in accordance with manufacturer recommendations and building risk assessment. Service or maintenance must have been performed within one year of the commissioning date with a following periodicity of at least annually, and reports must be made available upon request.</li> <li>The water within the hot water system complies with the specifications for water quality as outlined below and is verified at least annually.</li> </ul>	

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## Callout Response Times

In the event that an AD or ADplus water heater fails resulting in a total loss of hot water to the building, Adveco will schedule the attendance of an engineer by the end of the next working day following our receipt of notification of the situation.

Adveco should be notified immediately upon discovery of the failure. For the fastest response, please telephone on 01251 551 540 option 6, or else e-mail [service@adveco.co](mailto:service@adveco.co). Adveco's office hours are 09:30 to 17:00 Monday to Friday. Any notifications arriving outside of these hours will be considered received at the beginning of the next working day.

## Exclusions

The warranty conditions as set out above will not apply for cases of:

- Contamination of the water system by unapproved substances or by water inconsistent with the water quality specifications as outlined below.
- Any debris or scale deposits in the heat exchanger will not be covered by the extended warranty

## Water Quality Specifications

The following is offered as advice to reduce the likelihood of heat exchanger deposits but it is the responsibility of the customer to ensure the system is kept clean.

The quality of water within the hot water system must meet the specifications outlined below at a minimum.

- The system must be thoroughly flushed with wholesome water prior to use.
- The system must only be filled with wholesome drinking water. The quality of the water supply should satisfy the requirements set out in table (1) below.
  - In the event that the supply water exceeds the hardness requirements of table (1), a method of softening the incoming supply should be installed. The supply water must not be softened below 50 mg/l CaCO<sub>3</sub>. Any softeners installed on the system must be maintained and logs kept of the resulting water quality.
- The system must feature a method of filtration installed onto the incoming cold water supply to prevent the ingress of particles  $\geq 150 \mu\text{m}$  in size.
- The minimum flow rate to the water heater as detailed within the appliance installation manual, accommodating for water hardness and appliance temperature set point, must be maintained. Any pumps, pipework and other relevant devices must be designed to guarantee the required water flow rate to the appliance.
- There should be no direct contact between dissimilar metals within the system. Where necessary, appropriate insulation materials should be used. All sections of metallic pipework and equipment must be connected to the common earth.
- All materials and components used in the domestic hot water circuit must be suitable for use with temperatures up to 95°C and pressures of 10 bar. Where this is not possible the system must be fitted with relevant protection and safety devices.

Table (1): Limits of water hardness, pH, and chloride content of water supply:

	Water supply
<b>pH</b> at 25°C	6.5 – 8.5
<b>Water Hardness</b> mg/l CaCO <sub>3</sub>	50 – 150
<b>Chloride</b> content mg/l (mmol/l)	< 50 ( < 1.5 )
<b>Electrical Conductivity</b> $\mu\text{S}/\text{cm}$ at 25°C	< 100