

# Warranty

## Herald Boiler Range



| Model        | Warranty Period       |         | Conditions                                              |
|--------------|-----------------------|---------|---------------------------------------------------------|
| Herald Range | Heat Exchanger        | 10Years | Working temperature must be no greater than <b>88°C</b> |
|              | All other components# | 2 Years |                                                         |

### (1) General Warranty

If within 2(Two) years of the invoice date or commissioning date of a Boiler supplied by Lochinvar Ltd., following verification, and at the sole discretion of Lochinvar Ltd., an assembly or part (with exclusion of the heat exchanger) proves to be defective or fails to function correctly due to manufacturing and/or material defects, then Lochinvar Ltd. shall repair or replace this assembly or part.

The warranty starts from the date of delivery, unless commissioned by Lochinvar in which case warranty starts from the date of commissioning which can be up to a maximum of 6 months after the date of delivery.

### (2) Heat Exchanger Warranty

The Herald low water content stainless steel heat exchanger has a manufacturing defect warranty of up to 10(ten) years. This provides coverage to the end user via Lochinvar that if the heat exchanger becomes unserviceable due to a material or workmanship defect it will be replaced.

### (3) Conditions for installation and use

The warranty set out in articles 1 and 2 will apply solely under the following conditions:

- The Boiler is installed under strict adherence to Lochinvar Ltd. installation instructions for the specific model and must be in accordance with the relevant requirements of the Gas Safety Regulations, Building Regulations, I.E.E. Regulations and the byelaws of the local water undertaking. The installation should also be in accordance with any relevant requirements of the local gas distributor and local authority.
- The Boiler remains installed at the original site of installation.
- The water temperatures in the heater do not exceed the maximum setting of the thermostats, which form a part of the Boiler.
- The water pressure and/or heat load do not exceed the maximum values stated on the Boiler rating plate.
- The boiler is installed in a non-corrosive atmosphere

### (4) Exclusions

#Service parts and consumables are not included within the above warranty period, this includes (but is not limited to) any part identified within the Installation manual which should be changed as part of the service regime for the appliance. These parts have a 12-month warranty from the date of commissioning or from the date of delivery to site (see warranty clause above).

The warranty set out in articles 1 and 2 will not apply in the event of:

- Damage to the boiler caused by an external factor;
- Misuse, neglect (including frost damage), modification and incorrect and/or unauthorized use of the boiler;
- Contaminants or other substances having been allowed to enter the boiler heat exchanger;
- Any attempts at repair to a defective Boiler other than by an approved service engineer.
- Blockages of the heat exchanger due to the ingress of debris from the heating system or lime scale from the system water are not defects in the material or workmanship of the heat exchanger and are therefore not covered by the warranty. It is of utmost importance when installing the boiler that adequate measures are taken to prevent blockages of the heat exchanger.
- Any fault arising due to inadequate water quality or insufficient cleansing of the heating system.

### (5) Scope of the warranty

The obligations of Lochinvar Ltd. pursuant to the specified warranty are limited to free delivery from the warehouse of the replacement assemblies, parts or boiler, respectively. Labour, installation and any other costs associated with the replacement will not be accepted by Lochinvar Ltd.

### (6) Claims

A claim on grounds of the specified warranty must be submitted to the dealer from whom the water heater was purchased, or to another authorized dealer of Lochinvar Ltd. Inspection of the water heater as referred to in articles 1 and 2 shall take place in one of the laboratories of Lochinvar Ltd.

### (7) Warranty Procedures

If a claim is to be made under the terms of our warranty, the original purchaser of the appliance should place a purchase order for the required component/appliance and obtain a Warranty Case number for the return of the defective component/appliance.

**To process any warranty claim, we require the following information:**

- Appliance model number
- Appliance serial number
- Date and proof of purchase
- Brief description of fault

Upon receipt of the defective component/appliance, it will be tested and if found to be faulty, a credit will be raised against the relevant invoice

### Obligations of Lochinvar Ltd.

Lochinvar Ltd. grants no other warranty or guarantee over its boilers nor the (assemblies or parts of) boilers supplied for replacement, other than the warranty expressly set out in these conditions. Under the terms of the supplied warranty, Lochinvar Ltd. is not liable for damage to persons or property caused by (assemblies or parts, of) a (replacement) boiler that it has supplied.