

Mistral Energy Products Guarantee

1. The Mistral Terms Of Guarantee

Mistral Products are Guaranteed (Subject to Conditions) to be free from defective parts and workmanship from the date of purchase for the following time periods.

Guarantee only applies to products purchased and used in mainland UK. Boilers sold outside the UK Mainland are covered by a parts only policy. Parts to be returned within stated guarantee period.

a: Mistral Guarantee for the period of 1 Year.

The burner (excluding consumables) The plate heat exchanger, controls, valves, pumps and all other parts used in the manufacture of the boiler have a one year warranty.

b: Mistral Guarantee for the period of 5 Years.

Main Boiler steel heat exchanger (excluding baffles).

c: Warranty Extension. Additional and extended boiler warranty schemes are available, details are available upon request.

2. Conditions Of Guarantee

a: The boiler must be installed by a suitably qualified person and the CD10 installation documentation completed. Prior to operation, the boiler must be commissioned by a certified oil engineer and the CD11 commissioning documentation completed. All work must be completed in accordance with the boiler installation manual and comply with all relevant Standards and Codes of Practice.

b: Following the boiler commissioning, to endorse the first year guarantee period, the commissioning engineer must complete the installation checklist in the manual and the householder must forward it to Mistral Energy Products Ltd. within 28 days. On receipt, Mistral will endorse the guarantee and advise the householder of the guarantee registration number. If the householder does not receive this within 28 days of submission, Mistral must be notified immediately.

c: The boiler is required to be serviced within each 12 month period from installation by a certified oil engineer and a

copy invoice sent to us. On receipt, we will again endorse this with a new guarantee registration number for that year. If within 28 days of supplying this information, you have not had a response from us, please notify us immediately.

3. General Terms of Reference

a: Mistral will accept no liability in respect of any defect arising from incorrect installation, misuse, negligence, fair wear & tear, repair by unqualified persons or unauthorised modification.

b: Mistral will not accept any liability for a defect occurring in the steel heat exchanger or any other part caused by the build up of lime scale, lack of a suitable inhibitor, air build up, low water level or low water return temperature.

c: The guarantee extends to cover reasonable labour costs specific to a repair during the 1st year period. This is not available on products sold outside mainland UK. All other labour costs will be the responsibility of the householder. In the event of a defect with the boiler steel heat exchanger outside the 1st year period, the unit must be returned at the householders cost to Mistral Energy Products Ltd for inspection. A repair or replacement unit will then be supplied as applicable.

d: Prior to any warranty repair or inspection work taking place a warranty authorisation number must be obtained from Mistral Energy Products Ltd.

e: Any parts removed (that are subject to a warranty claim), must be returned to Mistral Energy Products Ltd within 28 days for testing and inspection.

f: Mistral Energy Products Ltd. accepts no responsibility for any consequential repair, loss or damage however caused. Any additional work required such as unit removals, drain downs, filling or any other work that is consequential to the repair will be the sole responsibility of the householder.

THE STATUTORY RIGHTS OF THE OWNER ARE NOT AFFECTED BY THIS GUARANTEE

WARRANTY BREAKDOWN PROCEDURE

In the first instance if a fault is suspected, the householder must at their cost employ an engineer to inspect the complete heating system and fuel supply.

In the unlikely event of a boiler fault, the boiler should be made safe in all aspects. If a leak is suspected, all oil/water flow and return pipes to the boiler must be isolated. It is the responsibility of the householder/engineer to take all necessary action to make the boiler safe and ensure consequential damage limitation.

If a boiler problem is diagnosed the householder should contact Mistral Energy Products Ltd preferably whilst the engineer is attending. If the problem reported is subject to a potential warranty claim it will be necessary to provide details of the following:

1. Boiler Model Type & Serial Number
2. Date Of Purchase (Copy Of Sales Invoice)
3. CD10 Installation Number
4. CD11 Commissioning Number
5. Mistral Guarantee Number
6. Service History Log

If the claim is accepted by Mistral Energy Products as a potential warranty issue, a works authorisation number will be

issued for a specific repair to be completed either by the attending engineer or an appointed Mistral Technician.

Prior to the commencement of any work, Mistral Energy Products Ltd will require the authority and acceptance from the householder/engineer that all or any work completed will be chargeable in full if a fault is found not to be acceptable as a warranty claim.

Parts removed that are the subject of a warranty claim must be returned with the warranty claim invoice.

Mistral will not accept any invoice or charge for unauthorised or non acceptable warranty work. Any other costs will be the sole responsibility of the householder/engineer.

BOILER INFORMATION

Please record the following information.

Model Type

Serial Number.....

Date Of Purchase.....

CD10 Number.....

CD11 Number.....

Mistral Guarantee Number.....

Note: Mistral Energy Products will accept no claims for a warranty repair unless a full payment for the product or any prior work completed on the product has been received in full and in accordance to Mistral Energy Products Ltd Terms & Conditions of sale.