

WARRANTY TERMS & CONDITIONS



BUILT TO LAST

ATAG HEATING TECHNOLOGY UK LIMITED



KEEP THE **WARRANTY** **VALIDATED**

To maintain any product warranty, your appliance must have an annual service carried out by a Gas Safe registered (or Ireland equivalent) engineer.

As well as ensuring your warranty is maintained, an annual service will ensure your boiler is kept in tip-top shape.

ATAG HEATING TECHNOLOGY UK LIMITED

Dear valued customer,

Thank you for purchasing an ATAG boiler or heating component.

We pride ourselves on the quality of all of our products, however in the unlikely event a product suffers a breakdown, contact our customer helpline service on **0800 680 0100** and we will swiftly arrange for one of our national network of highly skilled engineers or appointed contractors, to inspect and repair the fault.

Please have the following information to hand when you call:

- Your installer's details.
 - Your address and contact details.
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Please note:

- a. Our engineers will only action repairs within the guidelines of the Health And Safety Executive - including having safe access to the boiler and the boiler must be safe to work on. In loft or attics permanently fixed access ladders must be available, along with adequate lighting and permanently fixed flooring.
- b. Access to the product for repair must be free of all obstructions.
- c. ATAG will not accept any responsibility and may make a charge:
 - For the removal of any items, cupboards, kitchen units, trims etc, to action a repair.
 - If the engineer cannot gain access to your property at the time we had arranged to visit so please make sure you are in at the appointed time.

If, in exceptional circumstances, you are asked to pay and a fee is not paid, your warranty may be suspended until the payment has been made.

WARRANTY PERIODS

The current warranty periods are as follows:

Product	Warranty Period
Boilers	• 12 years as standard • 18 years upgrade
Boiler Heat Exchanger	• Lifetime replacement guarantee
Cylinders	• 25 years as standard • 2 years on components
Controller	• Warranty match – 12/18 years if purchased with a boiler • 2 years warranty if purchased individually
Control Packs	• Warranty match – 12/18 years if purchased with a boiler • 2 years warranty if purchased individually
Filters	• Warranty match – 12/18 years if purchased with a boiler • 5 years warranty if purchased individually
Heating Pumps	• 5 years
Zoning Cabinets	• Warranty match – 12/18 years if purchased with a boiler • 5 years warranty if purchased individually
External motorized valve actuator motor	• 2 years.
Internal boiler expansion vessel	• 5 years.
Ignition electrodes/burner gasket kit	• 2 years.
Flue Components	• 1 year.
Carbon Monoxide Alarm	• 5 years.

Products sold prior to 2025 may have shorter standard warranty periods.

Details of the warranty period for the ATAG products purchased will be provided with your installation documentation. If you have any queries regarding your warranty, please contact us on **0800 680 0100**.

ATAG STANDARD WARRANTY TERMS AND CONDITIONS

Products manufactured and supplied by ATAG Heating Technology UK Limited (ATAG) are warranted against material or manufacturing faults, parts and labour, for the duration of the warranty period, subject to the following terms and conditions - **please read these carefully:**

1. The boiler is installed and commissioned by a qualified (UK Gas Safe register or Ireland equivalent) engineer and the benchmark log book completed.
2. The boiler must have been installed and commissioned within 12 months of manufacture.
3. The boiler has been commissioned correctly upon installation and cleansed of all sludge following the BS 7593:2019 Code of Practice and the system remains sludge free for the duration of the warranty.
4. The strength/effectiveness of the inhibitor must be suffice at the time of a warranty claim with the system-water pH not exceeding 8
5. A high-quality proprietary system filter capable of removing metallic and non-metallic debris must be fitted and maintained following the manufacturer's instructions.
6. In hard water areas an appropriate scale prevention device must be fitted and maintained as per the manufacturer's instructions to the incoming mains water pipe to the boiler or cylinder.
7. Installation of a deaerator must be included on all open vented installations to protect the boiler and system from air ingress.
8. A product warranty must be registered with ATAG, by either the installer or you, the householder, within 30 days of the boiler being installed. For new build properties, this must be done within 30 days of the sale being completed. This can be done by visiting the ATAG website atagheating.co.uk or filling out the warranty registration form and returning to ATAG Heating Technology UK Ltd at the address specified on the registration card.

ATAG STANDARD WARRANTY TERMS AND CONDITIONS (CONTINUED)

9. When the warranty is registered with ATAG, the warranty will commence from the date of installation.
10. The system water must meet BS 7593:2019 for the life of the warranty. At the time of any claim, including a claim under the heat exchanger guarantee, the inhibitor must be at the concentration its manufacturer specifies and the system water pH must not exceed 8.
11. The boiler must be serviced annually by a qualified (UK Gas Safe register or Ireland equivalent) engineer in line with the manufacturer's instructions and BS7593:2019. This includes checking system water quality every year during the annual service to ensure the required water quality parameters set within the boilers Installation and Servicing Instructions manual are maintained, and remedial action taken as appropriate. The benchmark log book must be completed and available for inspection.
12. An unvented cylinder must be serviced each year under the G3 Building Regulation.
13. This warranty does not in any way affect your statutory or legal rights.
14. Any repair carried out under the terms of this warranty does not extend the warranty beyond its original period.
15. This warranty only applies to products and installed in a domestic dwelling or light commercial environment, such as a small retail unit, public house or similar. The product must have been bought and installed in the United Kingdom, Republic of Ireland, Isle of Man or the Channel Islands..
16. Any products, excluding any flue component or unless stated specifically on the product literature in question, purchased as part of a warranty extension pack will attract the same warranty as the boiler subject to these terms and conditions.
17. If, in exceptional circumstances, you are asked to pay and a fee is not paid, your warranty may be suspended until the payment has been made.

ATAG STANDARD WARRANTY

WHAT'S NOT COVERED:

1. Boiler components

- Damage to (otherwise they are covered under warranty)
 - o Boiler flap and hinges.
 - o Analogue gauge.
 - o Condensate pot clip.
 - o However, if the above are damaged we will send these parts out free of charge to your installer.
- Replacing batteries in our controls and reconnecting/re-establishing Internet connections.

2. Any part of the system not supplied by ATAG.

3. Beyond our control

- Any problems caused by inadequate supply of services such as electricity, gas, or water to the property.
- System issues
 - o Any defect or leaks resulting from incorrect installation.
 - o System sludge, scale or air issues.
 - o Expansion vessel
 - Re-pressurising of expansion vessel.
 - Any issues caused by undersized system expansion.
- Unauthorised work on ATAG products.
- Any damage, loss, whether accidental, negligent, malicious or otherwise from unforeseen events including flooding.



If you need any help or
support you can call us on:

0800 680 0100

[atagheating.co.uk](https://www.atagheating.co.uk)  -    [atagheating](#)

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