



# Evo S Wall Hung Boiler Warranty

## TERMS AND CONDITIONS

Evo S boilers with an ACV Guarantee offer customers the comfort of a two years parts and labour repair service, subject to compliance with the following terms and conditions. Subject to compliance with the additional terms detailed below in section 5, the guarantee period will be extended to five years.

During the period of the guarantee ACV will, at our option, repair or replace a boiler free of charge where it suffers a mechanical or an electrical breakdown as a result of defective workmanship or materials, subject to the following conditions and exclusions.

1. The boiler must have been installed and commissioned within 12 months of manufacture by a suitably qualified Gas Safe registered installer in accordance with the guidelines in the installation and servicing booklet provided with the boiler.
  2. The guarantee will commence from the date of installation / commissioning. Without proof of a completed commissioning sheet, the guarantee will commence from the date of manufacture as detailed on the appliance data plate.
  3. To qualify for the full 2 years of the guarantee the boiler must be registered with ACV UK Limited within 30 days of completion of the boiler installation, if the boiler is not registered within 30 days the warranty period will revert to 12 months from the date of installation.
  4. At the end of each 12 month period, the boiler must have been serviced by a Suitably Qualified Gas Safe registered engineer, in accordance with the guide lines in the installation and servicing booklet provided with the boiler. Should this condition not be met the boiler guarantee will lapse.
  5. To qualify for the extended guarantee length of 5 years the boiler must be commissioned by ACV UK. A copy of the service report must be available upon request, unless serviced by ACV directly.
  6. FOR EVO S BOILERS: Additionally, to qualify for the extended guarantee length of 5 years, all EVO S boilers must be installed with an approved and correctly sized form of hydraulic protection, i.e. mixing header (low loss or common header) or plate heat exchanger.  
  
If the boiler suffers a mechanical or an electrical breakdown ACV should be contacted on the following number:  
ACV UK T 01383 820100  
  
Our normal working times, excluding Bank Holidays are:  
8am – 5pm Monday to Friday,  
  
ACV will arrange for an engineer to inspect and repair, or where in our sole opinion repair is not economic, arrange to replace the boiler.
- PLEASE NOTE:
- a. Engineers will only attend to boiler products where it is considered by the engineer that the installation does not pose a risk to health and safety.
  - b. A permanently fixed access ladder must service installations in lofts or attics. Adequate lighting and permanently fixed flooring must also be available.
  - c. Compartment installations must provide minimum working clearances as detailed in the installation instructions. ACV will not accept responsibility for the removal of obstructions in order to gain access for repairs.
7. The guarantee does not apply:
    - a. If the boiler is removed from its place of installation without our prior consent.
    - b. To any defect, damage or breakdown caused by inadequate servicing of the boiler or by deliberate action, accident, misuse or third party interference including modification or an attempted repair which does not fully comply with industry standards.
    - c. To any defect, damage or breakdown caused by the design, installation and maintenance of the central heating system, including external controls and interlocked devices.
    - d. To de-scaling or other work required as a result of hard water scale deposits or from damage caused by sludge / debris.
    - e. To any other costs or expenses caused by or arising as a result of the breakdown of an Boiler.
    - f. To any defect resulting from the incorrect installation of the boiler, the flue system or the facility for condensate disposal.
    - g. To any costs incurred during delays in fixing reported faults.
  8. ACV reserve the right to charge a call-out fee or request a purchase order to cover potential costs where:
    - a. A fault cannot be found.
    - b. The fault has been caused by an event, which requires further investigation.
    - c. Failure to cancel an agreed appointment prior to our engineers visit.
    - d. The boiler is outside the period of guarantee or the conditions of the guarantee have not been met – refer to sections 3, 4, 5 & 6.
  9. If ACV fit replacement parts or replace a boiler it will not extend the period of the guarantee. All replaced parts or boilers will become the property of ACV UK Limited.
  10. The guarantee applies only where an ACV boiler has been installed in UK Mainland and covers the Isle of Wight, Guernsey and Jersey. For all ACV products installed in the Republic of Ireland and Northern Ireland please contact the supplying distributor directly.

ACV UK Limited, St. David's Business Park, Dalgety Bay, Fife KY11 9PF

ACV TECHNICAL HELPDESK

T 01383 820100 Option 3

F 01383 820180

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