



Tank-in-Tank & Boiler Warranty

TERMS AND CONDITIONS

Tank-in-tank & boilers with an ACV Guarantee offer customers the comfort of a five-year parts service, subject to compliance with the following terms and conditions.

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

1. The boiler or cylinder must have been installed and commissioned within 12 months of manufacture by a suitably qualified engineer in accordance with the guidelines in the installation and servicing booklet provided with the boiler or cylinder.
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 5 years of the guarantee the boiler / gas fired appliance must be commissioned by ACV. If the boiler / gas fired appliance is registered within 30 days but not commissioned by ACV the warranty will be 2 years. If the boiler / gas fired appliance is not commissioned by ACV or registered within 30 days the warranty period will revert to 12 months from the date of the purchase. To qualify for the full 5 years of the guarantee the cylinder must be registered with ACV within 30 days of completion of the cylinder installation, if the cylinder is not registered within 30 days the warranty period will revert to 12 months from date of purchase.
4. At the end of each 12-month period, the boiler or cylinder must have been serviced by a suitably qualified engineer, in accordance with the guidelines in the installation and servicing booklet provided with the product. Should this condition not be met the boiler guarantee will lapse.
5. The guarantee does not apply:
 - a. If the boiler or cylinder 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 ACV boiler or cylinder.
 - f. To any defect resulting from the incorrect installation of the boiler or cylinder, the flue system or the facility for condensate disposal.
 - g. To any costs incurred during delays in fixing reported faults.
6. ACV warranty claim procedure
 - a. In the event of a warranty claim an official purchase order must be placed for the supply of replacement parts and faulty parts returned to ACV at Dalgety Bay for assessment at the cost of the client.
 - b. The value of the purchase order and shipping is refundable upon confirmation that the failure is due to mechanical or an electrical breakdown as a result of defective workmanship or materials, subject to the terms and conditions set out in this document.
7. If ACV supply replacement parts or replacement boiler or cylinder it will not extend the period of the guarantee. All returned parts or boilers / cylinders will become the property of ACV.
8. The guarantee applies only where an ACV boiler or cylinder 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.

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ACV TECHNICAL HELPDESK

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