



# YOUR GUARANTEE

## INTRODUCTION

We are confident in our products and so offer you (the owner) a generous guarantee in relation to the ICID system (the System).

Provided that you comply in full with Your Responsibilities (below) and subject to the Small Print (below), we guarantee to you that the System will be free from defects for whichever is the greater of:

- a period equal to the guarantee period of the appliance to which the Liner is first connected; or
- 20 years.

For example, if your System is fitted to an appliance with a guarantee period of 10 years, we will still guarantee your System for 20 years.

In the unlikely event that the System becomes defective during the guarantee period, we will provide a like-for-like replacement for free (subject to your compliance with Your Responsibilities and subject to the Small Print). If the same model is no longer available, we will replace it with a suitable alternative.

When we say 'no quibbles' we mean it and so the guarantee we offer is a straightforward one; we've set out below what is covered and what isn't by the guarantee as well how to ensure you benefit from it.

## YOUR RESPONSIBILITIES

To benefit from our guarantee, you must:

- Register your product within 30 days of installation at [www.schiedel.co.uk](http://www.schiedel.co.uk)<sup>1</sup> and provide us with any evidence we reasonably request to prove that your System has been fitted by a HETAS approved installer or if not, has been signed off by a Building Control Inspector prior to use.
- Familiarise yourself with the User Guide and comply with its provisions in full during the lifetime of your usage of the Liner (including by keeping the required records safe). Failure to do so will invalidate any guarantee claim.

## HOW TO CLAIM UNDER YOUR GUARANTEE

To claim under your guarantee, please email us at [info@schiedel.co.uk](mailto:info@schiedel.co.uk)<sup>2</sup>. You will be asked to provide proof that you have complied in full with the User Guide (for example, by providing cleaning records) and we will then assess your claim, keeping you fully informed.

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<sup>1</sup> Alternatively you can register by post by sending a completed form to us at : Schiedel Chimney Systems Ltd., Crowther Estate, Washington, Tyne & Wear, NE38 0AQ.

<sup>2</sup> Alternatively you can contact us by phone on +44 (0)191 4161150.

# YOUR GUARANTEE

## SMALL PRINT

Please be aware of the following:

- Your guarantee is effective from the date on which your System is installed.
- The guarantee extends only to us providing you with a replacement System. We will pay for the delivery of that replacement to the address you have registered but you are responsible for any costs related to the removal and transit of the defective System and the installation (and any associated costs) of the replacement System and the provision of any necessary ancillary products, fittings or consumables.
- The guarantee does not apply to the extent that defects in a System arise as a result of: (1) use of fittings other than approved fittings; (2) any failure to comply with the instructions set out in the User Guide (including those instructions relating to care and servicing of your System); (3) any alteration or repairs you make to it (or are made on your behalf) without our express written permission; (4) any accidental damage suffered during transit or otherwise; (5) any damage to the System that arises as a result of the installation of the System (our guarantee is offered in respect of the System product alone and does not cover the ancillary products or the consumables (such as lip seal gaskets) or the workmanship of any installation services you may obtain from any third party); or, (6) any negligent or other improper use.
- If we replace your System under this guarantee, the guarantee period will not be extended.
- If you move house, you may transfer the benefit of the remaining period of the guarantee to the new home owner within 3 months of the change of ownership. It is your responsibility to transfer the guarantee by emailing us at [info@schiedel.co.uk](mailto:info@schiedel.co.uk)<sup>3</sup> and to notify the new owner of the terms of the guarantee (including the new owner's responsibilities). A failure to notify us of a transfer within the timescales will invalidate the guarantee.
- Where you claim that a System is defective, we reserve the right (1) to carry out any tests on that System, and/or (2) to require access to that System, in both cases to satisfy ourselves that you have complied in full with your responsibilities (including by adhering to the User Guide) and that your claim is valid. Please cooperate with any reasonable requests we make in this regard.
- This guarantee is offered in addition to your legal rights as a consumer.

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<sup>3</sup> Alternatively you can inform us by phone on +44 (0)191 416 11 50.