

MCZ Warranty Claims

Terms & Conditions

The following 'Conditions of MCZ Warranty Claim' should be read in conjunction with the current Specflue terms and conditions, which are available from www.specflue.com

The warranty is valid for 2 years for MCZ/Red Pellet Stoves and Boilers from the date of purchase from Specflue Ltd. The first year of the warranty period covers parts and labour, the second year covers parts only.

The period of sale from Specflue to final purchase by end user is limited to 30 days, if the period is greater, the warranty shall commence from the date of purchase from Specflue Ltd.

The warranty is not valid following transfer of premises or installation.

The warranty period does not commence from the date of commissioning.

A complete Installation & Commissioning Form for the appliance must be returned to Specflue Ltd within 7 days of initial commissioning. Commissioning forms will not be accepted retrospectively.

The appliance must also be serviced according to the manufacturer guidelines in the corresponding installation manual (available from Specflue Ltd). The appliance must be serviced by an MCZ trained technician within 12 months, or 2000 running hours, whichever comes first, of the initial commissioning date, a copy of the report (service & maintenance document) must be provided to Specflue for the second year of the warranty to become valid.

The chimney/flue system must be maintained by a suitable HETAS or equivalent engineer, with reports retained to support any warranty claim.

In the event of a warranty claim, a completed Intervention Report Form, including the serial number, is required before a warranty request can be submitted to MCZ.

A WARRANTY CLAIM CAN NOT BE PROCESSED WITHOUT A VALID SERIAL NUMBER AND A VALID COMMISSIONING FORM OR IF IN THE SECOND YEAR A COMPLETE SERVICE FORM.

Stages of Warranty Claim

- Contact Specflue Technical Support (0333 999 7974) to discuss any potential Warranty Claim.
- If the warranty claim is valid, any component(s) will be supplied at normal sale to the account holder.
- After the component(s) are received, and exchanged, the appliance should be recommissioned. The appropriate Service & maintenance form AND Intervention Report Claim form being completed and returned to Specflue Technical Support within 30 days in order for a credit to be passed on the warranty part.
- Return the completed Service & Maintenance form and/or Intervention Report claim to Specflue Ltd, with a request for component collection, if required.
- The completed documentation, if accepted, will then be submitted to MCZ for approval.
- ONCE THE CLAIM HAS BEEN ACCEPTED BY MCZ, THE CUSTOMER ACCOUNT WILL BE CREDITED AND IF THE CLAIM IS REJECTED, THE BALANCE WILL REMAIN PAYABLE.

Items **EXCLUDED** under warranty from the date of purchase.

- Braziers and Combustions Pots
- Alutec or Vermiculite Door Panels
- Glass
- Gaskets
- Claddings
- Painted Parts or Handles
- Electrical and Communication Cables
- Bulbs and Indicator Lights

Component Returns under Warranty Conditions

Items to be returned to Specflue Ltd under the warranty claims procedure are as follows;

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- Motherboards
- Auxiliary Circuit Boards
- Room Fans
- Smoke Fans
- Lambda Sensors
- Auger Motors
- Circulation Pumps
- Pellet Delivery Equipment
- Any component expressly requested to be returned at the time of order

Any other component not listed above does not need to be returned, unless advised otherwise.

Any components returned without prior approval from Specflue Ltd will not be accepted.

Please send all forms to:

Specflue Renewables, Technical & Training
8 Curzon Road, Chilton Industrial Estate, Sudbury, Suffolk, CO10 2XW

email: advancedtech@specflue.com

Telephone: 01787 880333

Additionally, Installation & Commissioning / Servicing & Maintenance / Intervention Report documents can be found under the "Service & Maintenance" section at www.specflue.com

The editable PDF documents can be saved to your device. Completed forms should be sent to advancedtech@specflue.com