

Warranty terms and conditions (Potterton Commercial)

1. Potterton Commercial, a trading name of Baxi Heating UK Limited, provides a warranty against manufacturing defects for the duration of the warranty periods set out below and subject to the following terms and exclusions.

2. **Boilers purchased from 1 January 2020:**

	Commissioned by/on behalf of Potterton Commercial		Commissioned by Third Parties	
	<i>Warranty Period</i>	<i>Warranty Type</i>	<i>Warranty Period</i>	<i>Warranty Type</i>
Boilers (excluding NXR/Arizona)	5 years	Parts & labour	2 years	Parts & labour
NXR/Arizona Boilers	2 years	Parts & labour	2 years	Parts & labour

3. **Boilers purchased prior to 1 January 2020:**

	Commissioned by/on behalf of Potterton Commercial		Commissioned by Third Parties	
	<i>Warranty Period</i>	<i>Warranty Type</i>	<i>Warranty Period</i>	<i>Warranty Type</i>
Boilers (excluding NXR/Arizona)	2 years	Parts & labour	1 year	Parts & labour
NXR/Arizona Boilers	2 years	Parts & labour	1 year	Parts & labour

4. Serviceable components, which includes the items listed below, or defects that arise from the failure to replace such components during annual maintenance are not covered by the warranty:

- Ignition/ionisation electrodes.
- Sacrificial anodes.
- Thermocouples.
- Expansion vessels.
- Burner gaskets lubricants / oils and inhibitors.

5. All warranty periods noted above run from the date of commissioning, provided this occurs within six months of purchase.

6. To qualify for the relevant warranty period noted above:
- the boiler must be registered within 30 days of commissioning. Note that registration occurs automatically for boilers commissioned by/on behalf of Potterton Commercial;
 - the boiler must be installed and maintained in full compliance with all appropriate regulations and standards as well as Potterton Commercial's installation, commissioning and maintenance instructions which are provided with the appliance. Evidence of commissioning and annual servicing by a competent and qualified Gas Safe registered engineer must be provided to Potterton Commercial on request in the event of a warranty claim;
 - original Potterton Commercial service kits and spare parts must have been used exclusively for the maintenance and/or exchange of essential serviceable components; and
 - there must be safe access and egress to the boiler, and the installation must not pose a risk to health and safety.
7. The warranty does not apply to failure or damage caused by:
- Incorrect commissioning/operation of the appliance by a third party.
 - Incorrect installation/location of the appliance.
 - System defects.
 - Attempted repairs by anyone other than Potterton Commercial or our approved agents during the warranty period.
 - The use of non-original Potterton Commercial service kits or spare parts.
 - Where any defects/sub-standard items highlighted in the commissioning report have not been rectified to the correct standard(s).
 - Inadequate supply or poor quality of services such as electricity, gas or water.
 - Corrosion, waterborne debris or scale/sludge deposits.
 - Incorrect design/installation of the flue/ventilation system.
 - Incorrect handling of appliance.
 - The appliance having been sized incorrectly for the system's minimum and maximum operating conditions.
 - Corrosion due to adverse environmental conditions.
 - Frost damage.
 - Over-firing.
 - Theft, attempted theft, vandalism or other factors such as fire or flood.
 - Failure of or incorrectly set external controls.
 - Blocked condensate drain.
 - Installation, commissioning or maintenance undertaken by a non-competent third party.

8. All repair work during the warranty period must be carried out by Potterton Commercial or our approved agents.
9. Cost arising from third party repairs will not be accepted without prior authorisation of Potterton Commercial.
10. In the event of appliance failure, Potterton Commercial must be given the opportunity to inspect the equipment in situ prior to any remedial action being taken.
11. Any repair carried out under the terms of this warranty does not extend the warranty beyond its original period. The original warranty period will apply to any parts replaced under the terms of this warranty.
12. Whilst every reasonable care will have been taken in providing any design/installation advice, Potterton Commercial cannot accept any responsibility for the final design, construction and installation of the system.
13. The warranty is applicable to Potterton Commercial products which have been purchased and installed in mainland Great Britain and Northern Ireland.
14. Potterton Commercial reserves the right to continuously improve the design and manufacture of its products. Warranty claims for retrospective upgrades to existing products are excluded.
15. This warranty is in addition to and does not affect your statutory rights.

If the boiler suffers a breakdown during the warranty period please contact our After-Sales Service Team on 0345 070 1058. Our normal working hours, excluding Bank Holidays, are: .8.30am – 5.00pm Mon – Thur, 8.30am – 4.30pm Fri. Please have site details, appliance model and serial no, and any fault codes displayed available when contacting us. Further details can be found on our website www.pottertoncommercial.co.uk