

## Customer Warranty

Thank you for purchasing an Ariston group product (“**Product**”). These terms set out the basis on which Ariston provides you as our customer with an increased guarantee (“**Warranty**”) on our Products.

This Warranty is provided in addition to your and other legal statutory rights.

### 1. Who can use this Warranty?

- 1.1. This Warranty is provided only to the person who is named and notified to Ariston at the time of registering the Ariston Product (“**you**”) and confers no rights on any person other than you and Ariston.

### 2. Warranty Period

- 2.1. The standard Warranty period is one year from date of commissioning for all Ariston Group products.
- 2.2. Warranty will start from the date of commissioning, provided the product has been commissioned within 6 months of purchase.
- 2.3. If there is no proof of commissioning, warranty will start from date of purchase of the product.
- 2.4. If the manufacture date of the product exceeds 2 years from date of commission, warranty will start from the date of manufacture.
- 2.5. **If the product is registered on the Ariston registration portal, enhanced warranties will apply (subject to terms and conditions).**
- 2.6. Further extended warranties are available from your Ariston Group partner as indicated below.
- 2.7. Subject to these terms and conditions, the length of time your Warranty shall apply as set out in the table below:

<b>Product</b>	<b>Period of Warranty</b>
Domestic Gas Boilers: Genus ONE Net Alteas ONE Net	Up to 12 Years **
Domestic Gas Boilers: Clas ONE Clas System ONE Clas ONE Regular	Up to 10 Years *
Domestic Gas Boilers: E-Combi ONE E-Combi ONE LPG E-System ONE	Up to 5 Years *
Commercial Gas Boiler: ATAG QR Boilers	Up to 5 Years *
Commercial Gas Boiler: ATAG XLW ATAG XLF	Up to 10 Years **
Commercial Gas Boiler: Thision S+	Up to 10 Years **
Commercial Gas Boiler: Thision L+ Trigon L+	Up to 10 Years **
Commercial Gas Boiler: Trigon XL Trigon XXL	Up to 10 Years **
Gas Water Heaters: Next Evo X	Up to 2 Years *
Heat Pumps: Nimbus (ALL)	Up to 10 Years **

Heat Pump Water Heaters: Nuos (ALL)	Up to 5-Years on the tank * Up to 2-Years on all electrical components *
Commercial Heat Pumps Aerotop	Up to 2 Years *
Electric Water Heaters: Andris Lux Andris R Andris Lux Eco Andris Elite WiFi	Up to 3-Years on the tank * Up to 1-Year on all electrical components *
Electric Water Heaters: Aures Slim Multi Aures Multi	Up to 2 Years *
Electric Water Heaters: Pro1 Eco Velis Evo Velis Evo Wi-Fi Velis 3	Up to 5-Years on the tank * Up to 2-Years on all electrical components *
Thermostats, Timers	1 Year warranty (Ariston shall deliver replacement items free of charge)
Replacement spare parts or appliances	Replacement of parts or appliances under the warranty does not affect the expiry date of the warranty. The warranty on parts and appliances which are exchanged ends when the warranty on the original appliance expires.

\*Warranty T&Cs apply

\*\*Enhanced warranties available on request

### 3. What you must do to validate your Warranty

#### 3.1. In order to validate your **standard Warranty**, you must:

- 3.1.1. have your Ariston Product installed and commissioned by a competent person in compliance with current national regulations and the manufacturer's (Ariston UK) installation instructions; and
- 3.1.2. register your Ariston Product **within 30 days from the date of commissioning**. You can register either:
  - a) online at [www.ariston.com/uk](http://www.ariston.com/uk) for UK registrations or [www.aristonconnections.co.uk/](http://www.aristonconnections.co.uk/) for ROI registrations;
  - b) by phone on 0333 240 8777;
 If you do not register your Product within 30 days, then you are only eligible for a standard 1-year warranty on all Ariston products; and
- 3.1.3. have your Ariston Product professionally serviced by a competent person in compliance with current national regulations at 12 months following installation and every 12 months thereafter during the warranty period, and be able to provide proof of such service(s) to Ariston on request.
- 3.1.4. **For enhanced warranties**, the product must be registered using the Ariston registration tool by your installer or commissioning engineer. Where required, the commissioning documents should be uploaded to the registration platform.

#### 3.2. **All aforementioned warranties apply only to products installed in the United Kingdom and the Republic of Ireland.**

### 4. What your Warranty does and does not cover

- 4.1. Under this Warranty, Ariston shall, at its discretion, repair or replace the Product. This will be carried out only where the fault arises from defects in the Product caused either by faulty workmanship or materials within the Product's manufacture.
- 4.2. This Warranty **does not** include the repair and/or replacement of Products by Ariston where

the malfunction or damage has arisen from:

- a) failure to comply with the correct installation, maintenance or servicing procedures for the Product as laid out in the installation and servicing manual supplied with the Product, which are also available to download from Ariston's website;
- b) improper, incorrect and unreasonable use of the Product or the failure to comply with the instructions in Product user and installation manuals;
- c) any installation, repair, maintenance or service carried out by a non-competent person;
- d) inefficient or incorrectly installed accessories and fittings (e.g. flues);
- e) incorrect supply of electricity, gas or water;
- f) a pressure drop related to water leaks outside of the Product (e.g. in radiators and pipework); and
- g) any modification or alteration of the Product carried out without prior permission or authority from Ariston.
- h) loss or damage caused by accident, theft, attempted theft, malicious damage or damage caused by fire or explosion
- i) damage caused by any disaster affecting the equipment including neglect without limitation

4.3. This Warranty **does not** include the repair and/or replacement of:

- a) any external controls linked to the Product (other than those supplied by Ariston);
- b) any pipework or radiators;
- c) your flue system
- d) any faults related to dirt or debris in the water system;
- e) any cosmetic damage; and
- f) any other consequential damage and/or loss arising directly or indirectly from the Product not working (including any cost incurred to access the Product).
- g) airlocks and partially or fully blocked pipes or work caused by equipment, which has not been installed correctly

## 5. What do I do if I have a fault with my Ariston Product?

- 5.1. If you believe you have a fault with your product, you should contact your installer in the first instance. If your installer confirms your product is at fault, please call Ariston Customer Service on 0333 240 8777 for further support.
- 5.2. If you smell gas or are worried about gas safety, please call the National Gas Emergency Service immediately on 0800 111 999 (UK), 1800 20 50 50 (ROI).

## 6. Aftersales Service Visit Terms

- 6.1. Ariston UK Ltd (the service provider), in the course of its business, offers to provide you (the customer), an appointment for an engineer to complete a warranty repair on your Ariston branded product, subject to your acceptance of the following terms and conditions:
  - a) The product must be correctly installed and commissioned in accordance with the installation instructions for your product and must meet the requirements of the Benchmark initiative if applicable.
  - b) The product must have been purchased and installed within the United Kingdom of Great Britain or the Republic of Ireland.
  - c) Our engineers will only perform work on Ariston group branded products (Ariston, Elco or ATAG) or components and will not perform any work on any aspect of your heating system outside of these products. Additional works outside of these products may be conducted solely at our discretion.
  - d) Appointments will be scheduled for the earliest availability of an appropriately qualified engineer.
  - e) Whilst we will endeavour to provide an Ariston engineer, we reserve the right to use a suitably qualified third party to fulfil the appointment.
  - f) Our engineer will attend your property on the agreed date and inspect the appliance. Should a required spare part be unavailable, then we will arrange with you a mutually convenient time to return and complete the work.

- g) Whilst we will endeavour to fulfil all appointments there may be occasion, due to circumstances outside of our control, when we are unable to do so. In these circumstances we will contact you as soon as is reasonably possible in order to arrange an alternative date.
- h) If you are unable to provide our engineer with access to the property on the agreed date, you must contact us as soon as possible and at least before 12 noon on the day preceding the agreed appointment in order to arrange an alternative date.
- i) Our engineer will endeavour to contact you prior to your appointment in order to provide you with notice of arrival. Should we be unable to contact you, for whatever reason, our engineer will proceed to attend the appointment.
- j) Our engineer must not be left in the property alone and a suitable adult must be present in the property at all times during the appointment.
- k) Our engineers are entitled to work in a smoke free environment and as such you are required to ensure that the engineer is not exposed to active smoking whilst he is within the property.
- l) You are responsible for ensuring that our engineer can gain clear and safe access to work on the product or component, as described in the product's installation instructions, including making adequate provision for visual inspection of flues in voids and for ensuring that any product located within a loft cavity complies with the current health and safety at work regulations.
- m) We reserve the right to cancel an appointment and to retain an inspection fee should we have reason to believe that the health and safety of our engineer cannot be guaranteed.
- n) We reserve the right to determine that your product is beyond economical repair. If this is the case, then our engineer will advise you accordingly.
- o) In the event that your product, or a component of your product, is covered under the terms and conditions of a manufacturer's guarantee, then we will complete the work on the product or component free of all material and labour costs in accordance with the terms and conditions of the guarantee.
- p) We reserve the right to not fulfil an appointment, should the necessary spares be unavailable, if the product is subject to recall, or if the product has become obsolete and removed from our current product list.
- q) We will not accept or reimburse the costs of any third party in carrying out any work on the product or for parts fitted, unless we have approved the work in advance.
- r) In the event that the fault is not product related, or alternatively if the fault is due to an installation error or because the system requires cleansing, then our engineer will advise you of this on the day and we reserve the right to charge an inspection fee.
- s) You are required to provide telephone contact numbers and email addresses of the end user / Landlord or FM company responsible person to enable us to contact you in the course of arranging and fulfilling your appointment.
- t) In the course of arranging and fulfilling your appointment we may choose to contact you in one or more of the following ways: phone, text, email;
- u) This agreement does not include:
  - Products installed on boats including house boats;
  - Fuel lines to the product, plugs or cables;
  - The replacement of casework and decorative panels or flaps;
  - Boiler de-scaling and chemical cleansing/flushing;
  - The issuing of Gas Safety Certificates (CP12s);
- v) If an Ariston engineer is required to attend to your appliance and the failure is caused by an installation error, user error or any other external cause, then you may be charged for our visit.