

Customer Warranty (B2C)

Thank you for purchasing an Ariston group product (“**Product**”). These terms set out the basis on which Ariston U.K. Ltd (“**Ariston**”, “**we**”) provides you as our customer with an enhanced warranty (“**Warranty**”) on our Products in addition to your legal rights.

1. Your Legal Rights

We honour our legal duty to provide you with products that are as described to you on our website and that meet all the requirements imposed by law. Your legal rights are summarised below. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website www.citizensadvice.org.uk.

Summary of your key legal rights

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your Product, your legal rights entitle you to the following:

Up to 30 days from delivery: if your Product is faulty, then you can get a refund.

Up to six months from delivery: if your Product is faulty and can't be repaired or replaced, then you're entitled to a full refund, in most cases.

Up to six years from delivery: if your Product does not last a reasonable length of time, you may be entitled to some money back.

This Warranty is provided to you in addition to your rights summarised above and does not affect those rights.

2. **Who can use this Warranty?**

- 2.1. This Warranty is provided only to the person (“**you**”) who is named as the end user of the Product and notified to Ariston by way of registering the Product with Ariston as detailed in Section 3. This Warranty confers no rights on any person other than you and Ariston.
- 2.2. **This Warranty applies only to Products purchased and installed in the United Kingdom and the Republic of Ireland by a competent person, in compliance with current national regulations and Ariston's installation instructions supplied with the Product.**
- 2.3. In order to validate your Warranty, **you must**:
 - 2.3.1. Have your Product professionally installed by a competent person in compliance with current national regulations and Ariston's installation instruction manual supplied with the Product; and
 - 2.3.2. ensure your Product is registered **within 30 days from the date of installation**. The way in which your Product is registered will impact the length of time for which you are protected under this Warranty (the “**Warranty Period**”). Please see Section 3 for more details; and
 - 2.3.3. have your Product professionally serviced by a competent person in compliance with current national regulations and Ariston's servicing manual supplied with the Product, 12 months following installation and every 12 months thereafter during the Warranty Period, and you must be able to provide proof of such service(s) to Ariston on request.

3. **Registering the Product and Warranty Period**

- 3.1. **The way in which your Product is registered will impact the length of the Warranty Period. In all cases, your Product must be registered within 30 days from the date of installation.**
- 3.2. Unless your Product is described in the table below as a “Commercial” Product, you can register your Product **yourself**, either:

- a) online at www.ariston.com/uk;
- b) by phone on 0333 240 8777.

By registering the Product yourself, **the Warranty Period shall be 2 years from the date of installation (or if no proof of installation can be supplied, 2 years from the date of manufacture of the Product).**

Products described in the table below as “Commercial” Products **cannot** be registered by you and must be registered by the competent person who installs the Product (your “**Installer**”) or (if applicable) your commissioning engineer.

- 3.3. Your Installer can register the Product with Ariston. By having your Installer register the Product, **the Warranty Period shall be for the length of time set out in the table below against the Product type you have had installed.**
- 3.4. For certain Products labelled in the table below (“**Smart Protect Products**”), you can arrange with your Installer to enter a “Smart Protect” maintenance contract with your Installer, for which you would pay your Installer and includes annual maintenance (a “**Smart Protect Contract**”). If you take the Smart Protect Contract with your Installer, **the Warranty Period for your Smart Protect Product shall be the length of time set out in the table below against the relevant Smart Protect Product type you have had installed.**
- 3.5. If you have an Smart Protect Product installed which is eligible for a Smart Protect Contract but you choose not to take the Smart Protect Contract with your Installer, then the length of **the Warranty Period shall be the length of time set out in the table below against the Smart Protect Product type you have had installed.**
- 3.6. If you, or your Installer, **does not register your Product within 30 days from the date of installation**, then this Warranty shall only last for a Warranty Period of 1 year from the date of installation (or if no proof of installation can be supplied, 1 year from the date of manufacture of the Product). Your legal rights set out Section 1 above remain unaffected.

Product	Period of Warranty
Domestic Gas Boilers: Genus ONE Net Alteas ONE Net	Up to 12 Years (If you take a Smart Protect Contract with your Installer) Up to 2 Years (If you do not take a Smart Protect Contract with your Installer)
Domestic Gas Boilers: Clas ONE Clas System ONE Clas ONE Regular	Up to 8 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 <i>You cannot register a Commercial Product yourself. This Product must be registered by your Installer.</i>
Commercial Gas Boiler: ATAG XLW ATAG XLF	Up to 7 Years* <i>You cannot register a Commercial Product yourself. This Product must be registered by your Installer.</i>
Commercial Gas Boiler: Thision S+	Up to 7 Years* <i>You cannot register a Commercial Product yourself. This Product must be registered by your Installer.</i>
Commercial Gas Boiler: Thision L+ Trigon L+	Up to 7 Years* <i>You cannot register a Commercial Product yourself. This Product must be registered by your Installer.</i>

Commercial Gas Boiler: Trigon XL Trigon XXL	Up to 7 Years* You cannot register a Commercial Product yourself. This Product must be registered by your Installer.
Commercial Heat Pumps: Aerotop	2 Years You cannot register a Commercial Product yourself. This Product must be registered by your Installer.
Heat Pumps: Nimbus R290 (ALL) Nimbus R32 (ALL)	Up to 10 Years (If you take a Smart Protect Contract with your Installer) Up to 7 Years (If you do not take a Smart Protect Contract with your Installer)
Heat Pump Water Heaters: Nuos Plus Nuos Plus Wi-Fi	Up to 2 Years
Electric Water Heaters: Andris Lux Andris R Andris Elite Wi-Fi	Up to 2 Years
Electric Water Heaters: Lydos Pro1 Eco Pro1 Eco S Velis Tech Wi-Fi Velis Pro	Up to 5 Years on the tank Up to 2 Years on all electrical components
Electric Instantaneous Water Heaters: Aures Multi	Up to 2 Years
Gas Instantaneous Water Heaters: Next Evo X	Up to 2 Years
Split Air Conditioning: Prios Mono Split Prios Multi Split	Up to 5 Years**
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.

* Your Installer may be able to offer you a Warranty Period of **10 Years** on this Product if they have made particular arrangements with Ariston. Please speak with your Installer for more information.

** With product registration

4. What your Warranty does and does not cover

- 4.1. This Warranty covers faults 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 Ariston's installation instructions and/or 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 Ariston's Product user manual, installation instructions and/or servicing manual, each as supplied with the Product;
- 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; or
- h) loss or damage caused by accident, theft, attempted theft, malicious damage or damage caused by fire or explosion.

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

- a) the repair and/or replacement of :
 - any external controls linked to the Product (other than those supplied by Ariston);
 - any pipework or radiators;
 - your flue system;
 - any cosmetic damage; and
 - airlocks and partially or fully blocked pipes or work caused by equipment, which has not been installed correctly.
 - Products installed on boats including house boats;
 - fuel lines to the product, plugs or cables;
 - casework and decorative panels or flaps;
- b) boiler de-scaling and chemical cleansing/flushing; or
- c) the issuing of Gas Safety Certificates (CP12s).

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

5.1. **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).**

Notifying us of a fault and booking an Engineer Visit

5.2. If you believe you have a fault with your product, you should contact your Installer in the first instance.

5.3. If your Installer confirms your product is at fault, please contact us by:

- 5.3.1. calling Ariston Customer Service on 0333 240 8777;
- 5.3.2. raising a warranty intervention at www.ariston.com/uk; or
- 5.3.3. via your Installer,
and we will discuss your fault and confirm an appointment for our appropriately qualified engineer ("Engineer") to visit your home to inspect the Product and, if appropriate complete a repair.

5.4. 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. You must provide us with a telephone contact number and email address to enable us to contact you.

5.5. The appointment for the Engineer to visit your home and inspect your Product (the "**Visit**") will be scheduled for the earliest availability of an Engineer and shall be agreed with you. [We will confirm the agreed date of the Visit by email / telephone call / text.]

5.6. We reserve the right to not offer a Visit appointment if the Product is subject to a recall.

- 5.7. Whilst we will try to provide an Ariston Engineer for the Visit, we reserve the right to use a suitably qualified third party to fulfil the appointment
- 5.8. Whilst we will try to attend all Visit appointments on the agreed Visit date, there may be occasions, 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 Visit date.

The Engineer Visit

- 5.9. On the agreed Visit date, the Engineer will:
 - 5.9.1. attend your property;
 - 5.9.2. inspect the relevant Product; and
 - 5.9.3. where feasible (for example where relevant spare parts are available or the work can be conducted without the need for spares) conduct a repair on the fault in the relevant Product.
- 5.10. If you are unable to provide the Engineer with access to your property on the agreed Visit 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.
- 5.11. The Engineer will try to contact you prior to your Visit appointment in order to provide you with notice of arrival. Should we be unable to contact you, for whatever reason, the Engineer will proceed to attend the appointment.
- 5.12. The Engineer must not be left in the property alone and a suitable adult must be present in the property at all times during the Visit appointment.
- 5.13. The Engineer 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. There may be occasions where the Engineer conducts works outside of these products as a gesture of goodwill but any such work is done solely at Ariston and the Engineer's discretion and does not constitute a repair under this Warranty.
- 5.14. Our Engineers are entitled to work in a smoke free environment and as such you are requested to ensure that the Engineer is:
 - 5.14.1. able to safely access the Product; and
 - 5.14.2. not exposed to active smoking whilst he is within the property during the Visit..
- 5.15. We reserve the right to cancel a Visit appointment should we have reason to believe that the health and safety of the Engineer cannot be guaranteed.
- 5.16. We reserve the right to determine that your Product is beyond economical repair. If this is the case, then the Engineer will advise you accordingly.
- 5.17. We reserve the right to not offer a undertake any repair at a Visit appointment, should the necessary spares be unavailable. In this situation, we will contact you to confirm an alternative Visit date when the relevant spare parts are available.
- 5.18. We will not accept or reimburse the costs of any third party that you engage to carry out any work on the Product, or for any parts fitted, unless we have specifically approved such work in advance.
- 5.19. In the event that:
 - 5.19.1. the fault is not due to a fault in the Product,
 - 5.19.2. the fault is due to an error in the installation of the Product;
 - 5.19.3. the fault has occurred because the system requires cleansingthen the Engineer will advise you of this on the day of the Visit. In such circumstances, we reserve the right to charge a fee for the Visit.