

Manufacturer's Warranty

Thank you for purchasing a Viessmann product. Viessmann products are renowned internationally for their high quality, high efficiency and long durability.

We use our best endeavours to ensure that our products are manufactured without any manufacturing or material defects. Our standard terms and conditions guarantee that we will fix or replace any manufacturing or material defects free of charge within a period of 2 years from the date of delivery.

Additions to Viessmann standard warranty

Vitodens 200-W (≤ 35 kW) and 222-F Combi/System:

The standard warranty is 3 years from the date of installation, with an additional 2 years if the installer is registered as trained by Viessmann at the time of installation. During this period the warranty covers your boiler against manufacturing/material defects for both parts and labour. Vitodens 200-W (≥ 45 kW) are covered by standard terms and conditions. Applies to boilers installed after July 2007.

Vitodens 100-W:

The standard warranty is 5 years from the date of installation. During this period the warranty covers your boiler against manufacturing/material defects for both parts and labour. Applies to Vitodens 100-W Compact open vent boilers installed after June 2008 and Vitodens 100-W Combi/System boilers installed after February 1st 2011.

Vitosol 100-F, 200-F, 200-T & 300-T:

Specifically the warranty for the solar collectors only is 5 years from the date of installation. During this period the warranty covers your solar collector against manufacturing/material defects for both parts and labour. All other components are covered by standard terms and conditions. Applies to collectors installed after January 2009.

Please note that:

- Viessmann product owners must ensure that the appropriate warranty registration is completed and their product is serviced annually to qualify for the 2nd (or 3rd, 4th or 5th) year of warranty.
- the product must be serviced either by a Viessmann trained installer or another competent servicing company (i.e. Gas Safe registered) within one year (and each following year) of the installation date and the details recorded in the 'Benchmark' or Viessmann service logbook (this should have been completed by your installer when your product was installed).
- the cost of the annual service is not included in the warranty.
- to qualify for your warranty your installer may be able to register your product warranty on our website, www.viessmann.co.uk, or please complete and return the guarantee card found in the product pack within 30 days of the product being installed.
- the warranty does not cover issues related to installation and it may be necessary to charge a call out fee for service visits booked directly as a result of incorrect installation.