

10 YEAR HEAT EXCHANGER GUARANTEE

Terms and conditions

Stainless steel heat exchanger Vitodens boilers come with a voluntary guarantee extension of up to 10 years, subject to the following terms and conditions. The heat exchanger has been designed to withstand corrosion both internally and externally from system water* and waste gas condensate respectively. *The system water quality must be to BS7593 or VDI2035

Viessmann will, at our discretion, repair or replace a heat exchanger free of charge where the root cause of the failure is a direct result of defective workmanship or material, subject to the following conditions and exclusions.

1. The basis for filling the heating system is tap water of potable water quality in line with Directive 98/83/EC and/or (EU) 2020/2184

2. Viessmann accepts no liability for damage or operational failure arising due to the use of unsuitable additives, incorrect dosing or poor maintenance

3. All heating systems must comply with the relevant boiler system design guideline, installation and maintenance documentation

4. The guarantee will begin from the date of commissioning

5. At the end of each 12 month period from the date of commissioning, the boiler must have been serviced by a suitably-qualified Gas Safe registered engineer, in accordance with the guidelines in the installation and servicing booklet provided with the boiler. If this condition is not met, the heat exchanger guarantee will lapse

6. If the boiler suffers a mechanical or an electrical breakdown, Viessmann should be contacted on the following number:

- Eire and N.I.: Tel: +353 1809 1571
- Great Britain: Tel: 01952 675060
- Great Britain: Email: aftersales-uk@viessmann.com

7. Viessmann will arrange for an engineer to inspect and repair the heat exchanger, or supply a replacement heat exchanger only where a repair is not economical, at our sole discretion

Please note, that all engineer call outs are subject to the [Customer Service Engineer Call Out Terms and Conditions](#) available on request.

Exclusions within the guarantee are, but not limited to:

- Accidental damage, theft, attempted theft, malicious damage or damage caused by fire or explosion.
- Callouts or faults arising from floods, lightning, storms, frost or other bad weather conditions.
- Cosmetic damage such as damage to paintwork or dents or scratches on the equipment
- Callouts or faults arising from sludge, blockages, scale or poor water quality
- 24hr emergency callout service. Viessmann will endeavour to respond as quickly as possible.
- Viessmann will not accept responsibility for the removal of cupboards, kitchen units or trims in order to gain access for repairs. Cupboard installations must conform to the installation instructions and the minimum working clearances must be provided.
- Modifications that are not authorised or agreed by Viessmann
- Any repairs not authorised in advance and in writing by us
- Scale formation in permanent or temporary hard water areas where scale treatment is neither provided for nor adequate
- Blockage of waterways caused by existing deleterious material
- Any defect resulting from the incorrect installation of the boiler, the suitable filter, the flue system or the facility for condensate disposal

Limitations on our liability

We will not be liable to you for any losses and damage, costs or expenses:

1. That are not a reasonably foreseeable consequence of a breach by us of these conditions;
2. that are not caused by any breach of these conditions by us; and for business losses, or losses to non-consumers.