

Terms and Conditions

All Gas appliances must be installed by a Gas Safe registered engineer having passed the relevant core competencies to Install, exchange, service, repair and commission domestic open, balanced and fan assisted flued gas fires and wall heaters (NG & LPG)

All Solid fuel burning appliances and fixtures must be installed by an accredited Hetas engineer having passed the relevant core competencies to install, service and maintain dry and wet solid fuel appliances including biomass.

The appliance warranty will apply 12 months from the day of installation, commissioning results must be documented and a copy left with the end user. The commissioning details can be documented on the last page of the installation instructions or on an appropriate Gas Safe or Hetas approved form.

The appliance must be installed in accordance with the manufactures instructions, current building regulations, British standards, Gas Industry Installation and Use regulations 1998 and Hetas regulations.

The warranty is limited to the repair or replacement of parts found to be defective in material or workmanship after confirmation of the defect by Percy Doughty, provided that such parts have been subjected to normal conditions of service.

Any installation labour, transportation or other related costs/expenses arising from defective part(s), repair or replacement or otherwise of same will not be covered under this warranty agreement therefore Percy Doughty would not assume responsibility for any associated costs. That will also include any incidental indirect or consequential damages except as provided by law.

The purchase of the appliance must be made through an approved distributor or stockist. Percy Doughty does not assume nor authorise any third party to assume on its behalf, any other liabilities with respect to the sale of any Percy Doughty appliances or associated accessories.

All other conditions expressed or implied with respect to the appliance, its components and accessories or any obligations /liabilities on the part of the company are hereby expressly excluded.

This warranty does not apply to non-Percy Doughty products prefabricated. Introduced to the working of the appliance or installation whole.

A warranty claim must be submitted between 7-14 days from identifying the fault, Percy Doughty would not be responsible for any damaged caused thereafter should the appliance still be used.

The warranty card must be submitted and registered at the time of installation and proof thereafter will be sought by Percy Doughty to allow for the warranty to remain current during the said period.

Warranty Exclusions:

1. Percy Doughty will not be responsible for the following :

- Down drafts or spillage caused by environmental conditions such as nearby trees, building's rooftops, hills or mountains.
- Incorrect gas supply pressures due to network deficiency or the incorrect installation or commissioning.
- Inadequate ventilation or negative air pressure caused by mechanical systems in operation such as extraction fans, cooker extraction hoods or other within the vicinity.
- Incorrect fitting during the installation in accordance with paragraph 4. That will also include the configuration of the flue, inadequately designed and installed but not limited to.
- Incorrect use of the appliance in accordance with the user instructions and general purpose. Also exposure to prolonged periods of dampness and condensation.
- The use of incorrect cleaning of the appliance or the use of damaging chemicals or if the appliance has been operated or installed in a contaminating environment.
- Any damage to the safe combustion of the appliance or its components.
- Any Alteration, modification or wilful abuse accidental or mis- use of the appliance and associated components including the flue.

2. The warranty does not apply to the following parts:

- Coals and ceramic fuel bed
- Cosmetic surfaces or blemishes to polished metal or marble surfaces
- Batteries
- Glass rope
- Thermocouples