

Conditions of Cover

Should you experience problems with your appliance, any claim must be submitted first to the Expert Retailer from where the appliance was purchased. Your Expert Retailer will either be able to offer immediate assistance or make contact with Percy Doughty on your behalf.

However you may be asked to pay a deposit before an engineer attends which will not be refunded if it transpires that the related fault is not due to any appliance supplied by Percy Doughty.

Warranty Limitations:

No Warranty is extended to consumable service parts. Repair or replacement of parts which are subject to normal wear and tear during the warranty period or parts that will require replacement in connection with normal maintenance. Such parts include but are not limited to glass, rope seals, firebricks, grate parts, log retainers, baffles, ash pans, thermocouples, oxy-pilots, ceramic fuel effects, batteries, lightbulbs, LED's and internal linings.

Limitations Exclusions:

- Under normal usage conditions it is not uncommon for the appliance to change colour slightly we consider these circumstances to be normal therefore any discolouration would not be covered under the warranty.
- Enamelled components where these parts are subjected to abnormally high temperatures, chemical abrasion or thermal shocks, resulting in chipping, cracking, bubbling or discolouration and crazing of the enamelled finish.
- Damage resulting from installation and usage where the appliance has not been installed or used in accordance with the manufacturer's instructions, modified in any way or if the installation does not conform to current building regulations, British standards and current gas installation and use regulations 1998.
- Defects or faults caused by specific local conditions seasonal or other such as draught problems and aged progressive chimney defects. It is important to ensure that the chosen chimney and the heating system, as a whole, are suitable for the purpose intended and conform to the relevant regulations and standards.
- Damage caused by over-firing of the appliance.
- Damage or premature wear caused by burning inappropriate fuels or by burning material with high creosote content or any other painted/treated timber.
- Damage caused by unauthorised modifications, use or repair, this includes the use trades who are not registered by a regulatory body deemed competent by Percy Doughty.

- Upgrading or improvement works due to changes in legislation
- Faults relating to the wider gas or electric distribution network
- Damage caused by the product being stored in a damp unheated environment, that includes long periods of the appliance being out of use
- Consequential loss relating to other associated products that have not been supplied by Percy Doughty, this would include but is not limited to and services gas or electric, decoration, furnishings, electrical items or other.

Any products that are replaced during the warranty period will only be covered for the remainder of the original warranty period.

If you should ever wish to make a warranty claim because of a product fault or defect, you must inform your Expert retailer within a reasonable amount of time, usually this is within 7 - 14 days from the date on which the fault or defect first became apparent. If the product fault or defect is notified after 14 days from the date on which the fault or defect became apparent, Percy Doughty cannot accept any liability for events or issues which arise after the 14 day period or which are caused or increased by the lack of notification which therefore prevented action being taken to restrict or eliminate any consequences arising from the fault or defect at an earlier date.

In the event of a product fault occurring during the warranty period, Percy Doughty will send the appropriate component or goods necessary to rectify the fault, free of charge. It would be the responsibility of the end user to rectify the fault by contacting a registered Gas safe or Hetas engineer.