



# REGISTER NOW

ACTIVATE YOUR FREE 2 YEAR WARRANTY\*

Thank you for choosing Ideal Boilers. Please note that in order to activate your 2 year manufacturer's warranty you need to register your boiler within 30 days of installation. If not registered, your warranty will revert to the standard 12 months.



0333 000 4934\*\*



idealboilers.com



## MAKE A NOTE OF YOUR WARRANTY CONFIRMATION CODE:

### TERMS & CONDITIONS OF THE IDEAL WARRANTY

Ideal Logic boilers offer customers the comfort of a 2 year parts and labour repair service subject to the following terms and conditions. During the period of the guarantee we will, at our option, repair or replace a boiler free of charge where it suffers a mechanical or an electrical breakdown as a result of defective workmanship or materials, subject to the following conditions and exclusions. In addition to the comprehensive parts and labour warranty provided with the boiler, subject to compliance with the terms and conditions below, Ideal Boilers will provide the remainder of 10 years warranty on the Heat Exchanger, if the boiler was fitted with an Ideal System Filter when installed and registered.

1. The boiler must have been installed and commissioned within 12 months of manufacture by a registered Gas Safe installer in accordance with the guidelines in the installation and servicing booklet provided with the boiler.
2. The Benchmark commissioning sheet must be completed by the installer and left with the boiler for reference purpose.
3. The warranty will commence from the date of installation. Without proof of purchase i.e.: an invoice or completed Benchmark commissioning sheet, the warranty will commence from the date of manufacture as detailed on the appliance data plate.
4. To qualify for the full 2 years of the boiler warranty and 10 years heat exchanger warranty the boiler must be registered within 30 days of installation. Should this condition not be met the period of warranty will extend to only 12 months from installation.



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\*Subject to terms and conditions. 2 year parts and labour warranty available when registered within 30 days of installation. | 10 year warranty available on heat exchanger when installed and registered with an Ideal System Filter. | \*\*Lines are open 8am to 8pm, 365 days a year. Calls cost the basic rate per minute plus your phone company's access charge. | Registered office: Ideal Boilers Limited, National Avenue, Hull, East Yorkshire HU5 4JB. Registered in England. Company No. 00322157.

welcome to our ideology

5. At the end of each 12 month period following installation, the boiler must be serviced by a Gas Safe registered engineer. Should this condition not be met the boiler warranty will lapse.
6. If the boiler suffers a mechanical or an electrical breakdown we should be contacted on one of the following numbers:  
 Northern Ireland: 02890 331444  
 Elsewhere in the UK: 01482 498660

**Our normal working times, excluding Bank Holidays are:**  
**8am – 8pm Monday to Friday, 8am – 2pm Saturday,**  
**8am – 12 noon Sunday**

We will arrange for an engineer or appointed contractor, to inspect and repair, or where in our sole opinion repair is not economic, arrange to replace the boiler. Please note:

- a. Engineers will only attend to boiler products where it is considered by them that the installation does not pose a risk to health and safety.
- b. A permanently fixed access ladder must service installations in lofts or attics. Adequate lighting and permanently fixed flooring must also be available.
- c. Cupboard installations must provide minimum working clearances as detailed in the installation instructions. Ideal will not accept responsibility for the removal of cupboards, kitchen units or trims in order to gain access for repairs.

Ideal has appointed Domestic & General Services Limited to provide product registration services and protection plans to accompany its products.

**What we do with your Information**

At Domestic & General we want to reassure you that we use your information both responsibly and securely to provide you with the best possible service. Below we explain what we do with your information and your rights to your information. If you would like any further details you can get in touch with us using the contact details below or visit our website ([www.domesticandgeneral.com](http://www.domesticandgeneral.com)).

**Using your information**

Domestic & General Services Limited (“we”) is the “data controller” of your information. We process two sets of information about you, “Personal Information” (your name, address, contact and payment details) and the “Goods Information” you provide to register your appliance or device (your name, address, contact and goods details). We’ll use your information: (i) as necessary to fulfil our contract with you (including to recover any amounts owing); (ii) for our legitimate interests in: undertaking marketing (about our products and services and those of our third party partners) by post, telephone, email and/or other electronic messaging services; market research; customer surveys; printing services; checking and verifying your identity and contact details; recording your conversations for training, quality and compliance purposes; and for analytics and profiling for marketing purposes, detecting and preventing crime, including fraud; and (iii) where required to do so by law. We may also ask for your consent to some uses of your information.

**Sharing your information**

From time to time your Personal Information and Goods Information may also be shared with other members of the Domestic & General Group of Companies (Domestic & General Insurance or Services and other future

7. The warranty does not apply:

- a. If the boiler is removed from its place of installation without our prior consent.
- b. To any defect, damage or breakdown caused by inadequate servicing of the boiler or by deliberate action, accident, misuse or third party interference including modification or an attempted repair which does not fully comply with industry standards.
- c. To any defect, damage or breakdown caused by the design, installation and maintenance of the central heating system.
- d. To descaling or other work required as a result of hard water scale deposits or from damage caused by aggressive water or sludge resulting from corrosion, indications that such work may be required include a noisy boiler, cold spots on radiators, sludge in pipes and poor circulation of the central heating system.
- e. If the claimy/contact procedure set out in section 6 is not adhered to.
- f. To any other costs or expenses caused by or arising as a result of the breakdown of an Ideal boiler.
9. To any defect resulting from the incorrect installation of the boiler, the flue system or the facility for condensate disposal.
- h. To any costs incurred during delays in fixing reported faults.

members of the Group whose details we will notify to you (“Group”), where applicable with Ideal Boilers Limited which is the subject of your protection policy and with companies acting on our behalf or providing services to us (e.g. the companies we use to carry out repairs, IT & mailing services, storage of paper records and telecommunications). Ideal Boilers Limited will process your Personal Information for their legitimate business interests (including marketing and analytics) in accordance with their privacy policy.

**Transferring your information**

In exceptional cases, we may transfer your information to countries outside the European Economic Area (including the US) which may not have data protection laws which provide the same level of protection as provided in the UK. We have put in place Model Clauses as an appropriate safeguard to ensure that such information is adequately secured and protected and that such transfers meet the requirements of applicable data protection law.

**Keeping your information**

We keep your Personal Information for six years after you terminate your policy so that we can deal with any claims. Your goods information we keep for a bit longer, normally 10 years (a reasonable expectation of average product ownership) for health and safety. We also keep your information to send you marketing that you might be interested in, unless we receive a request from you to opt-out of marketing.

**Rights to your information**

By writing to the Data Protection Officer using the contact details provided below, you have the right to ask us:

- for a copy of the Personal Information we hold about you;
- for a copy of the Personal Information you provided to us to be sent to you or a third party in a commonly used, machine readable format;

8. We reserve the right to charge a call out fee where:

- a. There is no completed Benchmark commissioning sheet or equivalent control document present.
- b. A fault cannot be found.
- c. The breakdown or fault has been caused by an event, which is excluded from the warranty – refer to section 7.
- d. Failure to cancel an agreed appointment prior to our engineers visit.
- e. The boiler is outside the period of warranty or the conditions of the warranty have not been met – refer to sections 4 & 5.
9. If we fit replacement parts or replace a boiler it will not extend the period of the warranty. All replaced parts or boilers will become the property of Ideal Boilers Ltd.
10. The warranty applies only where an Ideal boiler has been installed in a domestic dwelling in mainland United Kingdom, Northern Ireland and I.O.W. to provide heat and/or hot water to the central heating system. Our warranty is offered in addition to the rights provided to a consumer by law. Details of these rights can be obtained from a Citizen Advice Bureau. Guarantor – Ideal Boilers Ltd, National Avenue, Hull, HU5 4JB.

- to update or correct your Personal Information to keep it accurate;
  - to delete your Personal Information from our records if it is no longer needed for the original purpose; and
  - to restrict the processing of your Personal Information in certain circumstances.
- And you may also:
- object to us processing your Personal Information – in which case we will either agree to stop processing or explain why we’re unable to; and
  - where we rely on your consent, withdraw that consent at any time.
- Please note that the above rights are not absolute and certain exemptions apply to them. You can also make a complaint to the Information Commissioner ([www.ico.org.uk](http://www.ico.org.uk)) if you feel your Personal Information has been mishandled.

**Marketing**

Domestic & General, along with other members of our Group and Ideal Boilers Limited may use your information to tell you about any offers, products or services which may be of interest to you. We may contact you by mail, telephone, email and/or other electronic messaging services. To change your marketing preference let us know by emailing [marketingpreferences@domesticandgeneral.com](mailto:marketingpreferences@domesticandgeneral.com) or by writing to us using the contact details provided below, for Ideal Boilers Limited contact them at [ideal@idealboilers.com](mailto:ideal@idealboilers.com)

**Contact Details**

If you need to contact us about your information or your information rights, or to see a copy of our Model Clauses, please write to: Freepost Plus RTKS-CLRA-GRYE, Data Protection Officer, Domestic & General, Leicester House, 17 Leicester Street, Bedworth CV12 8JP or [dataprotection@domesticandgeneral.com](mailto:dataprotection@domesticandgeneral.com) and we'll be happy to help you.