

Glen Dimplex Heating & Ventilation Guarantee

This guarantee is provided by Glen Dimplex Heating & Ventilation, Millbrook House, Grange Drive, Southampton SO30 2DF.

Glen Dimplex Heating & Ventilation (a division of Glen Dimplex UK Limited), hereafter referred to as GDHV, designs and manufactures products to ensure they deliver reliable service for normal use in domestic dwellings and, where specified by us, in light commercial premises.

All GDHV products are individually tested before leaving the factory. They come with a parts and labour guarantee for repair or replacement of faulty goods and/or partial refund in the event that a repair or replacement is not available.

Please register your product with us within 28 days of date of purchase to enable us to provide efficient customer service if you need to contact us, to contact you in the event of a product or safety update, to extend your guarantee where applicable and, if you choose, to send you additional information about our products and services.

Standard Guarantee Terms & Conditions

Your new GDHV product is guaranteed against faulty materials, defective components and manufacturing defects.

The guarantee starts from the date of original purchase of the product for a period of twelve (12) months unless stated otherwise in the section below "Exceptions to the Standard Guarantee Terms & Conditions".

When you register your product with us within 28 days of purchase date, we will send you an email detailing the start and end date of your guarantee and also attach to this email a copy of the guarantee terms and conditions that apply to your product.

If you have any questions about the guarantee on your product, including how long it is valid, please visit our website www.gdhv.co.uk/terms, call our Customer Support Centre on 0344 879 3588 or contact your retailer.

The GDHV guarantee does not in any way diminish or affect your statutory consumer rights in connection with the product.

If you have any questions about these rights, please contact the retailer from which you purchased the product as your consumer contract is held with the retailer.

In certain circumstances, it is possible that your consumer rights may offer additional or higher levels of protection than those offered under the terms of this guarantee.

What is covered by the standard guarantee?

- Repairs to or replacement of the product required as a result of faulty materials, defective components or manufacturing defects
- Functional replacement parts to repair a product
- The costs of a GDHV Approved Engineer, Service Agent or other Approved GDHV Contractor to carry out the repair

What is not covered by the standard guarantee?

- Transit and delivery damage
- Cabinet or cosmetic parts, including but not limited to control knobs, flaps and handles
- Wear and tear, including but not limited to discoloration, scratches and similar cosmetic degradation
- Accessories and/or consumable items, including but not limited to bulbs, fuses, transducers, filters or any other consumable part as defined by GDHV
- Repairs necessary as a direct or indirect result of:
 - Accidental damage, misuse or abuse of the product
 - An attempted repair of the product by anyone other than a GDHV Approved Engineer, Service Agent or other Approved GDHV Contractor
 - Installation or use of the product where such installation or use fails to meet the requirements set out in this guarantee or the installation instructions or user guide
- Repairs to a product operated at any time on commercial or non-residential premises (unless we have previously agreed to the installation environment)
- Any issues caused by an inadequate supply of required services such as electricity, gas or water
- Any issues caused by faulty electrical connections, including those caused by not following the wiring diagrams
- Damage caused by frost or limescale
- Corrosion of any part of the product caused by direct exposure to salt water. When the product is installed less than 200m from the coast the guarantee period for damages caused by corrosion will be reduced by 50%
- This guarantee is limited to the cost of repairing or replacing the product. To the extent permitted by law, GDHV does not accept and will not be held liable for any financial loss incurred in connection with the failure of any product to operate in accordance with the expected standards. Such financial loss includes but is not limited to loss arising from:
 - Damage to property
 - Time taken off work
 - Costs of an interim solution whilst awaiting product repair or replacement
 - General compensation for inconvenience

Important Notes:

- Professional installation by a qualified installer is recommended for all GDHV products (as incorrect installation may invalidate your guarantee and result in you having to pay for the cost of repairing the product)
- For products that require professional installation, a copy of the installation certificate or an invoice from a suitably qualified installer can be used as your proof of purchase
- The installation document must contain at a minimum the details of the installation company used, the full product description and the date of installation. You can upload this document at registration and use the date of installation as your date of purchase
- If your product was installed in a new property, the guarantee may commence from the date of first occupancy of the property. Please contact the builder or property developer for further details
- If you have an installed product, it must be correctly installed in accordance with the installation instructions. It is the installer's responsibility to check that the installation parameters meet the requirements of the product and all relevant regulations

- Electric products must be used on the supply circuit or voltage printed on the rating plate
- Gas products must be installed by a qualified Gas Safe engineer
- This guarantee is given in respect of products purchased and used within the United Kingdom only
- This guarantee is effective from the initial date of purchase of a new product from an authorised retailer and will be void if the product is resold
- This guarantee does not apply to graded sales (i.e. where the product is purchased as a “second” or “refurbished good”)
- Possession of a copy of these terms and conditions does not necessarily mean that a product has the benefit of this guarantee. If you have any questions, please call our Customer Support Centre on 0344 879 3588
- GDHV reserves the right to terminate the guarantee if our staff or representatives are subjected to physical or verbal abuse in the course of carrying out their duties
- Optional extras, where available and supplied by GDHV (e.g. wall brackets) are guaranteed against manufacturing faults for twelve (12) months only
- This guarantee does not apply to the repair or replacement of items or accessories such as supply cables, switches or spur units, consumer units, any other associated electrical equipment, pipework, ducting and any components not supplied by GDHV
- GDHV makes no guarantee as to response times for repairs or replacements under this guarantee
- The GDHV Approved Engineer may not carry out a repair if the site risk assessment identifies a risk to health and safety which cannot be mitigated

Exceptions to the Standard Guarantee Terms & Conditions

Exceptions to the Standard Guarantee Terms & Conditions are additional or alternative terms and conditions which apply to certain product types only.

They may impose additional limitations beyond those stated in the Standard Guarantee Terms & Conditions or they may provide additional benefits.

For further details on exceptions, please refer to the product categories listed below.

If your product is not included below, there are no exceptions and your product is covered only by the Standard Guarantee Terms & Conditions.

Electric Fires

The 12 month standard parts and labour guarantee can be extended to up to 3 years on certain electric fires, as detailed on our brand websites and in our sales brochures, subject to the following additional conditions:

- You have registered your product with us within 28 days of date of purchase
- You have purchased your product from a specified retailer (where applicable)

Gas Fires

The 12 month standard parts and labour guarantee provided on gas fires is subject to the following additional condition:

- The installer must have fully completed the Benchmark Checklist on the inside back pages of the installation instructions supplied with the product, and you must also have signed this document confirming that you understand how to operate the fire and that the operating manual and Benchmark Checklist have been left with you

The 12 month standard parts and labour guarantee can be extended to 3 years on certain gas fires as detailed on our brand websites and in our sales brochures, subject to the following additional conditions:

- You have registered your product with us within 28 days of date of purchase
- You have purchased your product from a specified retailer (where applicable)
- Your product must be serviced, as a minimum, annually to optimise its safety, efficiency and performance. Servicing can only be carried out by a Gas Safe registered engineer and the service record in the Benchmark Checklist must be completed as this will be required in the event of any claim

Portable Heating and Ventilation Products

Portable heating and ventilation products are supplied with a UK mains power cord and 3 pin plug. They do not require professional installation.

This category of products includes plug in air purifiers, aroma diffusers, cooling fans, dehumidifiers, frost protectors, panel heaters, convector heaters, and oil-filled and oil-free radiators.

The 12 month standard parts and labour guarantee can be extended to 2, 3 or 5 years on certain portable products, as detailed on our brand websites and in our sales brochures, subject to the following additional conditions:

- You have registered your product your product with us within 28 days of date of purchase
- You have purchased your product from a specified retailer (where applicable)

Quantum Storage Heaters

All Quantum products come with a standard 2 year parts and labour guarantee for repair or replacement of faulty goods.

Your guarantee will be extended to 10 years subject to the following additional condition:

- You must register your product with us within 28 days of date of purchase

Under this extended guarantee, up to 5 years after the date of purchase, the whole product is guaranteed.

After the first 5 years have elapsed, the following components are excluded from the guarantee:

Heating elements, electronics, electromechanical devices and ancillary electrical components including fan and air-mixing device.

Storage Heaters

The following storage heaters come with a standard 2 year parts and labour guarantee for repair or replacement of faulty goods:

- Duo Heat Range
- CXL Range
- TSR/TSE Ranges
- XLN/XLE/XLS Ranges

Installed Panel Heaters and Radiators

The following installed panel heaters and radiators come with a standard 2 year parts and labour guarantee for repair or replacement of faulty goods:

- BPH Range
- CLX Range
- EPX Range
- GFP (Girona) Range
- LPP (Saletto) Range
- LST (Low Surface Temperature) Range
- MFP (Monterey) Range
- NFC/NTE Range
- PLX Range
- Q-Rad Range
- SmartRad Range

Quantum Water Cylinders

All Quantum products come with a standard 2 year parts and labour guarantee for repair or replacement of faulty goods. Additionally, the inner cylinder is guaranteed for 25 years.

These guarantees are subject to the following additional conditions:

- Correct maintenance of the expansion vessel membrane pressure
- The product must be installed in accordance with the Benchmark Code of Practice
- The product must not be switched on before it is filled with water
- The product must not be installed on a surface that cannot support the product weight when filled with water
- The product must be serviced annually by a suitably qualified person and the Benchmark service record must be completed as this will be required in the event of any claim

Edel Water Cylinders

All Edel water cylinders come with a standard 2 year parts and labour guarantee for repair or replacement of faulty goods. Additionally, the inner cylinder is guaranteed for 25 years.

These guarantees are subject to the following additional conditions:

- Correct maintenance of the expansion vessel membrane pressure
- The product must be installed in accordance with the Benchmark Code of Practice
- The product must not be switched on before it is filled with water

- The product must not be installed on a surface that cannot support the product weight when filled with water.
- The product must be serviced annually by a suitably qualified person and the Benchmark service record must be completed as this will be required in the event of any claim

Showers

The following showers have a parts and labour guarantee which is longer than the 12 month standard parts and labour guarantee:

- Pure showers 2 years parts and labour guarantee
- Bright showers 3 years parts and labour guarantee
- Glow showers 3 years parts and labour guarantee
- Selectronic Premier showers 5 years parts and labour guarantee when registered within 28 days of date of purchase

The guarantee on showers is subject to the following additional terms and conditions:

- Domestic use only (unless agreed separately in writing with GDHV. A 12 month standard parts and labour guarantee may be offered for non-domestic use)
- The shower is not switched on without being filled with water and is not used without an adequate flow of water
- The use of connections within the unit or other points in the shower circuit to supply power to other equipment such as an extractor fan or pump etc. will invalidate the guarantee
- Plumbers jointing compound must not be used. In instances of difficult joints use P.T.F.E. Tape. The use of jointing compound will invalidate the product guarantee
- This guarantee does not cover isolating switches, electrical cable, fuses and/or circuit breakers
- This guarantee does not apply to the repair or replacement of pressure relief devices, spray heads, hoses and accessories.

Water Heaters

The following water heaters and boilers come with a standard 2 year parts and labour guarantee for repair or replacement of faulty goods:

- Powerstream instantaneous inline water heaters and Powerstream Ascari flow boilers
- WS7 vented stored water heaters
- Aqualoy Incoloy immersion heaters
- Sensaboil wall and counter top beverage boilers
- Reditap 3in1 boiling taps
- Burco Autofill with filtration

The guarantee on water heaters is subject to the following additional terms and conditions:

- The water heater is not switched on without being filled with water and is not used without an adequate flow of water
- Filters must be replaced in accordance with the operating manual
- The water heater must be fully commissioned in accordance with the installation instructions

- Failure to clean and descale your water boiler on a regular basis will invalidate your guarantee

Installed Ventilation Units

The following installed ventilation units come with a standard 2 year parts and labour guarantee for repair or replacement of faulty goods:

- AirLine
- CX10, CMF
- DX100 ,LV100
- GX6, GXC6
- GX9, GX12
- Natural Air 180
- Premier CF20, CF40DC, DX200, DX400DC, LVCF20, LVDX200T
- PX6, PX9, PX12
- RX6, RX9, RX12
- Simply Silent™ Contour C4,CV, C6
- Simply Silent™ DX100 & DX100B, DX150, LV100
- VX100, VX100-SP, VX120,VX150
- WX6, WX9 , WX12
- XID, XIDP,XIMX ,XPLUS 2
- XS100S , XS100T

The following installed ventilation units come with a standard 2 year parts and labour guarantee plus a 5 year guarantee on the motor:

- XCELL Stratum Q & QVI
- Muro XHRM