



Viessmann Limited Hortonwood 30 Telford Shropshire TF1 7YP

Viessmann Ltd  
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Website: [www.viessmann.co.uk](http://www.viessmann.co.uk)

## Warranty Terms and Conditions

Viessmann Vitodens boilers provide customers with the comfort and peace of mind of a free parts and labour repair service subject to the terms and conditions below and the warranty period of your boiler. During the period of the warranty, 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.

### Warranty qualification requirements

1. In order for your boiler to qualify, your installation must be registered with Viessmann within 30 days. For standard warranties, you or your installer can register the installation, using the online or offline options available. For extended warranties, your installer must register your installation on the Viessmann Installer Portal, [www.viessmanninstallerportal.co.uk](http://www.viessmanninstallerportal.co.uk), for installations in Great Britain, or, <https://www.precisionheating.ie/page/register-boiler> for installations in Eire and Northern Ireland, within 30 days and the extended warranty must be purchased. Should these conditions not be met, the standard Viessmann warranty of 2 years from date of delivery shall apply.
2. The warranty is conditional upon the correct installation, commissioning and maintenance procedures having been carried out in accordance with the appliance instructions and provided that it has been used solely for the purposes it was designed for. The boiler must have been installed and commissioned within 12 months of the date of manufacture by a Registered\* installer.
3. The warranty will be valid only if the Benchmark commissioning sheet and/or Viessmann service log book has been completed correctly and is available for verification.
4. The product must be serviced either by a Viessmann Trained Installer or another competent servicing company (i.e. Gas Safe registered or Register of Gas Installers of Ireland[\*]) **within one year (and each following year)** of the installation date and the details recorded in the 'Benchmark' or Viessmann service logbook, which will be completed by your installer when your product is installed. **Failure to meet this condition will result in the warranty lapsing.**
5. Removal or relocation of the boiler from its original place of installation, without prior consent, will result in the warranty lapsing.
6. **Incorrect installation of the flue system and condensate drainage will result in the warranty lapsing.**
7. Service under the warranty does not affect the expiry date of the guarantee. **The cost of the annual service is not included in the warranty.**

8. If the boiler suffers a mechanical or electrical breakdown, please contact us using one of the following options:

Eire and N.I.: +353 1809 1571  
Great Britain: 01952 675060

Registered Office: Hortonwood 30, Telford, Shropshire TF1 7YP  
Company Reg. No. 2305071 VAT Reg. No. 489 2185 04

Email: [aftersales-uk@viessmann.com](mailto:aftersales-uk@viessmann.com)

9. Full details of Viessmann's liability are provided in the Terms & Conditions of Sale, which can be downloaded from [www.viessmann.co.uk](http://www.viessmann.co.uk)

**What this warranty covers:**

If your equipment breaks down we will repair it and cover the cost of parts and labour in accordance with these terms and conditions, unless:

- a) We cannot repair it; or
- b) The cost of the repair exceeds the cost of a replacement.

In the unlikely event that we cannot repair your equipment we will replace it. All replaced parts or boilers will become the property of Viessmann Limited.

**Costs and fees that are not covered by this warranty:**

10. Viessmann cannot accept responsibility for any costs arising from repair or maintenance carried out by any unauthorised third party, or that do not conform to industry standards. Viessmann will therefore not reimburse any unauthorised third party costs incurred for repairs carried out while the product is under warranty. If in doubt please contact Viessmann After Sales Service on 01952 675060.

11. The warranty does not cover issues related to installation, or the design and maintenance of the heating system and it may be necessary to charge a call out fee for service visits booked directly as a result of incorrect installation, heating system design and maintenance.

12. Please note that in the event of a warranty callout, it is the responsibility of the customer/installer to provide safe working access to the product (this includes ladders, scaffolding, harnesses, etc). An engineer may not attend to a boiler if a health and safety risk is identified.

13. Under the warranty Viessmann will fix or replace any manufacturing or material defects. This does not include components that may need replacing due to fair wear & tear.

14. Under certain exceptional circumstances callouts requested to boilers may require a refundable deposit payable before the engineers visit. This will be returned in full if the diagnosed fault is covered under the standard or extended warranty.

**15. What is excluded from the warranty:**

- a) Accidental damage, theft, attempted theft, malicious damage or damage caused by fire or explosion.
- b) Callouts or faults arising from floods, lightning, storms, frost or other bad weather conditions.
- c) Costs if no fault is found on the equipment.
- d) The costs of replacing items resulting from fair wear and tear, or that are intended to be replaced such as fuses, batteries, filters etc.
- e) Modifications that are not authorised or agreed by Viessmann.
- f) Switching on the boiler or carrying out adjustments to programmers, switches or controls.
- g) Callouts or faults relating to airlocks, balancing or venting radiators.
- h) Callouts or faults arising from any problem with the supply of water, gas, oil or electricity.
- i) Loss or damage caused by the product or equipment not working.
- j) Cosmetic damage such as damage to paintwork or dents or scratches on the equipment.
- k) Any costs arising from gaining safe working access to any part of the equipment.
- l) Any water pressure adjustments on sealed systems, including recharging of expansion vessels.
- m) Fuel lines to the boiler.
- n) Callouts or faults arising from sludge, blockages, scale or poor water quality.
- o) Unvented pressurised cylinders.
- p) Third party or unauthorised costs.
- q) 24hr emergency callout service. Viessmann will endeavour to respond as quickly as possible.

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- r) 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.

**Please note**

This Warranty only applies to Vitodens boilers installed in buildings in the UK and Eire.

This guarantee does not affect your statutory rights and is provided in addition to your consumer rights as provided by law. More information on your statutory rights can be obtained from Citizen's Advice <https://www.citizensadvice.org.uk/>.

**\*To check if an engineer or business is registered to install your boiler, please visit:**

<https://www.gassaferegister.co.uk/find-an-engineer/>

or

<http://www.rgii.ie/support/find-a-gas-installer.100.html>

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