



Extended Warranty – Terms & Conditions

Your EHC Boiler works hard all year round to provide heating and hot water for you and your family. The Electric Heating Company will give you peace of mind through an Extended Warranty which will protect against any diagnosed boiler fault after the initial warranty period has expired.

With a nationwide network of Accredited Heating Contractors, you can relax knowing that we'll take care of your boiler for the lifetime of the Warranty Period.

EXTENDED WARRANTY

The Electric Heating Company offers extended warranties for up to 3 years after the expiry date of the Standard 2 Year Warranty. The coverage and benefits are as follows:

- All parts supplied by The Electric Heating Company are original equipment
- Labour to replace defective parts.
- There is no limit on the number or cost of repairs of genuine boiler faults
- The repairs will be performed by one of EHC's Accredited Heating Contractors

To comply with our Manufacturer's Warranty Terms the Boiler must be serviced each year as outlined in the product installation manual. The service must be carried out by a suitably qualified engineer. The service can be done up to 30 days before or after the original anniversary of the Boiler being installed without invalidating the Warranty.

If the service is not carried out in accordance with the guidelines within the product installation manual, the Warranty cover will become void. The guidelines are as follows:

- a. Service intervals must be every 12 months.
- b. Ensure that the expansion vessel pressure is set to 1.5bar
- c. Clean external & internal magnetic filters.
- d. Check system water condition and inhibitor strength.
- e. Check electrical connections.

Exclusions

- Where the extended warranty has been purchased at the end or after the initial warranty period has expired an 8 week incubation period will be enforced where breakdowns will not be covered, this is to ensure no underlying issues are present when the extended warranty contract is purchased.
- boilers that have not been installed to the manufacturer's instructions
- systems that have not been treated with a recognised inhibitor as detailed in the Installation Manual
- all other parts of the central heating system e.g. radiators, cylinder, etc
- any problem known to you before the insurance commenced
- A reputable magnetic filter requires to be installed on the return of every Boiler.
- pressure drop in system
- sludge/scale/rust within the boiler or damage caused by any other chemical composition of the water
- a breakdown when an engineer has previously identified that remedial or maintenance work is required to prevent a future breakdown
- parts of the boiler where it is impossible or impractical to access because of its position e.g. if the boiler is inaccessible due to the installation of fitted units
- boilers which are still working but you suspect may be about to breakdown (e.g. a noise has developed)
- any situation where due to health and safety a specialist person is required e.g. where asbestos is present
- adjustment of time and temperature controls
- Parts which fail due to a direct result from system debris and/or contamination.
- problems arising from the disconnection from, or interruption of, the electricity or water mains services to the property e.g. a power cut to your area
- This Warranty does not in any way affect your Statutory or Legal Rights

All appointment dates and times are subject to availability and change although we will endeavour to notify you as early as possible if this is the case.

Should you wish to discuss any aspect of your Extended Warranty please call The Electric Heating Company on 01698 820533 or e-mail warranty@electric-heatingcompany.co.uk