



MANUFACTURERS 5 YEAR WARRANTY

Boilers manufactured and supplied by Turco Boilers (Turco) are guaranteed against material or manufacturing faults for the duration of the 5 year warranty period subject to the following terms and conditions:

- The product must be correctly installed and commissioned in accordance with the installation instructions for the product.
- The product must be commissioned by a competent person approved by Turco with the Boiler Passport completed and returned to Turco once installation is complete.
- The product must be registered with Turco within 30 days of installation.
- The warranty period will commence from date of installation, unless the installation is made more than 6 months from the date on which the product was dispatched by Turco, in which case the warranty period will commence 6 months from the date of Manufacture.
- The product must be maintained in accordance with the manufacturer's user instructions and serviced annually by Turco or a Turco approved engineer. All services must be recorded in the Boiler Passport.
- During the warranty period any product or component which is proved to be faulty or defective in manufacture, will be repaired or replaced free of material charges (labour is not included after first 12 months), providing that Turco have authorized or carried out the repair or replacement.
- Turco will not accept or reimburse the costs of any third party who undertakes any work carried out on the product or fits parts, unless Turco have approved such work in advance of it being carried out.
- The warranty period will not be extended even if Turco repair or replace any product or part during the warranty period.

- If Turco replace any component or product, the part or product which is removed will become the property of Turco.
 - Any claim made under this warranty must be made within the warranty period.
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- The Manufacturer's Warranty does not apply to:
 - Components as specified by Turco, including but limited to: oil nozzles, hoses, gaskets, condenser seals, baffles, thermostats, oil lines, plugs, cables;
 - Radiators and other space heating equipment, external water, oil pipelines/services, external electric wiring, external pumps, flue-ways, fire valves, filters, water and oil storage tanks;
 - Damage caused by faulty installation, theft, tampering, neglect, misuse, accident, fire, flood, explosion, lightning, storms, frost or other bad weather conditions;
 - Damage caused by the non-observance of the manufacturer's user instructions;
 - Damage to the system as a result of scale;
 - Damage as a result of sludge or blockages;
 - Any unauthorized adjustments made by a third party;
 - Any upgrading/improvement work required as a result of legislation, (H&S or otherwise) or to meet current standards;
 - Servicing and its associated costs;
 - Boiler de-scaling and chemical cleansing/flushing;
 - Bleeding of oil supply pipe lines;
 - Turning on the product and adjusting switches and controls except following an approved repair under this warranty;
 - Self-maintenance tasks such as, re-pressurising and resetting the product, bleeding excess system pressure and thawing frozen condensate pipes/wastes;
 - Damages caused by using anything other than kerosene as a fuel;
 - Damage caused by the product not being installed in a suitable environment with the product being subjected to too high an ambient temperatures or humidity level;

- Damage caused by contamination of the oil supply including water and sludge e.g. from a tipped up oil tank;
- Damage caused by not having a Manufacturer's approved oil filter fitted between the oil tank and product;
- Damage caused by connecting the product to anything other than a bulk storage oil tank eg 25l oil drum.