



Daxom UK Ltd Warranty Terms & Conditions

Please find below the terms & conditions for the Daxom boiler parts and labour warranty

1. The Daxom Boilers come with a two year warranty extendable to five year from the date of purchase.
2. The installer must be an electrician with minimum 18th edition Part P qualification.
3. The boiler warranty must be registered with Daxom UK Ltd, by either the installer or householder within 30 days of the boiler being installed. For new built properties, this must be done within 30 days of the sale being completed. Failure to do so will reset the warranty to one year from the date of purchase.
4. While the warranty is in place, we will replace parts which are faulty.
5. For a callout there will be a callout charge of £80.00 exc. Vat, we may ask you to pay us a deposit before we visit your property. We will return the deposit in full if we find a fault that is covered by this warranty. We may keep the deposit if we cannot access your property at the time we had agreed with you to visit.
6. Any repair or replacements of Parts and or entire Products carried out under the terms of this warranty does not extend the warranty beyond its original period.
7. This warranty only applies to boilers bought from Daxom UK Ltd and being installed in the UK (Mainland only).
8. Engineers will not carry out repairs if they think accessing the boiler is a risk to health and safety.
9. If the boiler is in a cupboard, there must be enough room for the engineer to work (the minimum area as set out in the installation manual). We do not accept responsibility for removing cupboards, kitchen units, trims, ect. to gain access to the boiler.
10. This warranty does not in any way affect your statutory or legal rights.
11. **This warranty does not cover the following:**
 - 11.a. Any damage, whether accidental, negligent, malicious or otherwise.
 - 11.b. Any other cost or expenses caused by, or arising as a result of the repair.

We do not cover consequential cost.

- 11.c. Any damage caused by hard water scale deposits or slug resulting from corrosion.
- 11.d. Boilers which have not been installed and set up strictly in line with the installation instructions supplied with them, also available at www.daxom.co.uk, including the requirement to clean the system and add corrosion inhibitor in line with BS7593:2019, (UK Building regulations Part L and the compliance kit fitted).
- 11.e. Boilers where the installation does not comply with BS7593:2019 (UK Building regulations Part L), including the requirement of hard water treatment.
- 11.f. Damage to the electronic components caused by power surges or spikes.

September 2019

From July 2022 we extend our Daxom warranty to 5 years, T & C below

- 12. All terms & conditions above have been complied with.
- 13. The Daxom boiler has been serviced by Daxom UK on yearly intervals within 30 days of the previous service.
- 14. The Service record supplied by Daxom is kept by the owner and made available on request.
- 15. No third party repairs or non-genuine Daxom parts have been used previously.
- 16. This warranty excludes all external components, eg. room thermostat, underfloor heating control units, pipe work connected to the boiler, radiators, underfloor heating.

June 2022