

Terms & Conditions of Glow-worm Domestic Boiler Guarantee

All products need to be registered within 30 days of installation.

To receive the full benefits of the extended guarantee the following terms and conditions must be adhered to or your claim may be rejected:

- Your guarantee is provided to you by Vaillant Group UK of Nottingham Road, Belper, Derbyshire, DE56 1JT; should your boiler develop a fault please contact your original installer or alternatively contact Vaillant Group Service on 0870 6060 777.
- This guarantee is valid in the United Kingdom only.
- Your consumer statutory rights will remain unaffected by the provision and use of the guarantee. In the event of failing to register the guarantee however the Company will require proof of purchase before commencing repairs.
- Installation must be carried out by a Gas Safe registered engineer and in compliance with the Installation Manual accompanying the product.
- The Benchmark log book must be completed by the installer at point of installation and retained on site by the owner/occupier for inspection during an engineer visit.
- During the first year from date of installation the guarantee covers your boiler against manufacturing defects on the original components for both parts and labour. In order to continue receiving the benefits of this guarantee for the balance of the term it is a condition that the boiler is serviced annually by a Gas Safe registered engineer in accordance with the manufacturer's instructions.
- The cost of the annual service is not included in the guarantee and service details must be recorded in the Benchmark log book which must be made available for inspection.
- The guarantee on any replacement parts does not extend the guarantee period beyond the original term.
- Only boiler component failures are covered by the guarantee; it does not apply to other system components e.g. thermostats, time clocks, motorised valves etc .
- If any failure is caused by contaminated water in the system the engineer visit becomes chargeable.
- All installation, non boiler or external system fault calls will be charged to the home owner/occupier and could also invalidate your guarantee.
- For calls requested to boilers within the guarantee period a refundable deposit may be required; returned in full if the diagnosed fault is covered by the boiler guarantee.
- To benefit from the lifetime (15 year) guarantee the boiler must be serviced annually by Vaillant Group Service. The cost of this service is not included in the price of the boiler.