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## Warranty terms and conditions

ATAG HEATING TECHNOLOGY UK LIMITED

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To maintain any product warranty, your appliance must have an annual service carried out by a Gas Safe registered (or register of gas installers Ireland) engineer. If proof of service cannot be provided upon request, your warranty will be invalidated and you will therefore be responsible for any call out charges and repair costs.

If you experience a fault with your product, we aim to provide a safe and high-quality repair service, where applicable, supported by our dedicated national network of highly skilled engineers.

If a product suffers a breakdown, contact our customer helpline service on **0800 680 0100**. This service is available 24 hours a day 365 days per year.

**When calling the customer helpline, you will need to provide the following information:**

- Product type (Which can be found under the flap of the boiler)
- The product serial number (Which can be found under the flap of the boiler)
- Your installer's details
- Address and contact details of the installation

We will arrange, if required, an engineer or appointed contractor, to inspect and repair, or where in our sole opinion repair is not economic, arrange to replace the product.

**Please note:**

- a. Engineers will only attend to products where it is considered by the engineer that the installation does not pose a risk to health and safety.
- b. In loft or attics permanently fixed access ladders must be available, with adequate lighting and permanently fixed flooring must also be available.
- c. Cupboard installations must provide minimum working clearances as detailed in the installation instructions. ATAG Heating Technology UK Limited will not accept responsibility for the removal of cupboards, kitchen units or trims to gain access for repairs.
- d. If a product breaks down, at our sole discretion we may ask you to pay us a deposit before we visit you to repair it. We will return the deposit in full if we find a fault that is covered by the product warranty. We may keep the deposit if we cannot access your property at the time we had arranged with you to visit.

## Standard warranty periods

**The standard warranty periods are as follows:**

- Boilers – 10 years
- Cylinders – 25 years on vessel, 2 years on all other parts
- Controls – 5 years
- Filters – 5 years

## Extended warranty promotions

**ATAG Heating Technology Ltd may from time to time offer extended warranties for periods beyond the standard warranty period. Details of current promotions are given later in this document.**

Details of the warranty period for the ATAG products purchased will be provided with your installation documentation. If you have any queries regarding your warranty, please contact us on **0800 860 0100**.

# ATAG standard warranty terms and conditions

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Products manufactured and supplied by ATAG Heating Technology UK Limited (ATAG), are warranted against material or manufacturing faults for the duration of the warranty period, subject to the following terms and conditions:

1. If you work with gas in the UK or the Republic of Ireland, it is a legal requirement to be registered with the Gas Safe Register (GSR) for the UK or Register of Gas Installers of Ireland (RGI). **Your boiler must be installed by a GSR or RGI installer to validate your ATAG warranty.**
2. The boiler must have been installed and commissioned within 12 months of manufacture in accordance with the guidelines in the installation and servicing manual provided with the boiler and strictly following the BS 7593:2019 Code of practice for the preparation, commissioning and maintenance of domestic central heating and cooling water systems.
3. A high-quality proprietary system filter capable of removing metallic and non-metallic debris must be fitted and maintained annually following the manufacturer's instructions
4. The system water quality must be checked every year during the annual service and remedial action taken as appropriate if the water quality does not meet the specifications quoted in the Boiler Installation Manual. The test results and action must be noted in the Benchmark logbook.
5. A product boiler warranty must be registered with ATAG, by either the installer or you, the householder, **within 30 days of the boiler being installed.** For new build properties, this must be done within 30 days of the sale being completed.  
  
This can be done by visiting the ATAG website **[www.atagheating.co.uk](http://www.atagheating.co.uk)** or filling out the warranty registration form and returning to ATAG Heating Technology Ltd at the address specified on the registration card.
6. The 'Benchmark' commissioning sheet must be completed by the installer and left with the boiler and/or cylinder for reference purpose. The 'Benchmark' commissioning sheet can be found at the back of the installation and servicing manual provided with the boiler and/or cylinder.
7. The boiler must be serviced each year in line with the manufacturer's instructions. The annual service must be carried out by an engineer registered with GSR or RGI. The service can be done up to 60 days before or after the original anniversary of the boiler being installed without invalidating the warranty.
8. An unvented cylinder must be serviced each year under the G3 Building Regulation.
9. Service details must be recorded on the 'Benchmark' service record sheet in the installation and servicing manual provided with the boiler & cylinder and must be available for inspection.
10. The warranty will commence from the date of installation. Without proof of purchase i.e. an invoice or completed 'Benchmark' commissioning sheet, the warranty will commence from the date of manufacture as detailed on the appliance data plate.
11. This warranty does not in any way affect your statutory or legal rights.
12. Any repair carried out under the terms of this warranty does not extend the warranty beyond its original period.
13. This warranty only applies to products bought in and installed in a domestic dwelling or light commercial environment, such as a small retail unit, public house or similar. The product must be installed in mainland United Kingdom, Republic of Ireland, Isle of Man or the Channel Islands.

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## The manufacturer's warranty does not cover the following:

14. Any connected system or accessories for example time switches, thermostats, motorised valves, external pumps, radiators, external expansion vessels or similar except where explicitly specified in a promotional offer.
15. Any defect resulting from the incorrect installation of the product, the flue system or the facility for condensate disposal.
16. Products installed within mobile leisure accommodation vehicles (LAVs) e.g. boats, caravans.
17. Products that have been moved from their original place of installation.
18. Costs of each annual service, including parts such as seals or electrodes replaced at this time.
19. Any damage, whether accidental, negligent, malicious or otherwise. Damaged products should not be installed.
20. Theft or attempted theft.
21. Any fault or failure in the heating system to which the product is connected. Any other costs or expenses caused by or arising as a result of a repair.
22. We will not accept or reimburse the costs of any third party who undertakes any work carried on the product or fits parts, unless we have approved such work in advance of it being carried out.
23. To de-scaling or other work required because of hard water scale deposits or from damage caused by aggressive water or sludge resulting from corrosion. Indications that such work may be required include a noisy boiler, cold spots on radiators, sludge in pipes and poor circulation of the central heating system.
24. Any problems caused by inadequate supply of services such as electricity, gas, or water to the property.
25. **Boilers which have not been:**
  - a. Installed and set up strictly in line with the installation instructions supplied with them (including the requirement to clean the system and add or refill with corrosion inhibitor in line with BS7593:1992); or
  - b. Maintained strictly in line with the maintenance instructions supplied with them; or
  - c. Where the Benchmark checklist has not been properly completed.

# ATAG extended boiler warranties – 11, 12 and 14 -year promotions

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Your ATAG boiler warranty may be extended by one, two or four extra years, providing the following terms and conditions are met in addition to the standard warranty terms and conditions previously mentioned:

## 11 Year promotion

1. An Adey Atom Filter [FC000710] purchased from ATAG Heating Technology UK Limited must be installed by an ATAG Selected Partner, strictly following the installation and servicing steps below:
    - a. The heating system filter should be installed in the heating system pipework in line with the filter installation instructions enclosed in the pack.
    - b. One filter must be fitted per boiler installed including in multi-boiler installations.
    - c. To register you must provide the full serial number of the boiler and the warranty voucher code issued to the installer after invoice associated with the boiler installation, please note only one warranty voucher code will be issued with each filter purchased.
    - d. The heating system must be flushed, cleansed, and inhibited in accordance with BS7593.
    - e. The water quality must be tested to ensure it meets the manufacturers specifications as detailed in the Boiler Installation Manual.
    - f. The filter must be serviced annually in line with the filter manufacturer's instructions.
    - g. Water quality must be tested annually to ensure it conforms with the ATAG boiler manufacturers instructions. If this is found not to be the case, remedial action must be taken to ensure the water quality does meet those standards. This may include replenishing the chemical inhibitor or if necessary, carrying out a system clean using a recognised method as per the BS 7593 Code of Practice.
    - h. The extended warranty will cover material and labour charges to repair or replace components within the boiler against manufacturing defects from the installation date, provided this is carried out by an ATAG Selected Partner.
2. **Boiler warranty match**
    - a. Where all of the standard warranty conditions plus the additional warranty conditions relevant to each promotion are met, the 11 year warranty will also apply to the filter.

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## 12 Year promotion

1. An ATAG Water Treatment Pack [WTPSW1] (soft water) or [WTPHW1] (hard water) must be purchased with the boiler. The appropriate water treatment pack must be selected for the feed water hardness at the installation address.
2. The pack filter and scale reducer (where applicable) must be installed by an ATAG Selected Partner, strictly following the installation and servicing steps below:
  - a. The heating system filter should be installed in the heating system pipework in line with the filter installation instructions enclosed in the pack.
  - b. One filter must be fitted per boiler installed including in multi-boiler installations
  - c. For hard water areas, the electrolytic scale reducer must be installed in line with the supplied instructions
  - d. To register you must provide the full serial number of the boiler and the warranty voucher code issued to the installer after invoice associated with the boiler installation, please note only one warranty voucher code will be issued with each water treatment pack purchased.
  - e. The heating system must be flushed, cleansed, and inhibited in accordance with BS7593.
  - f. The water quality must be tested to ensure it meets the manufacturers specifications as detailed in the Boiler Installation Manual.
  - g. The filter must be serviced annually in line with the filter manufacturer's instructions.
  - h. Water quality must be tested annually to ensure it conforms with the ATAG boiler manufacturer's instructions. If this is found not to be the case, remedial action must be taken to ensure the water quality does meet those standards. This may include replenishing the chemical inhibitor or if necessary, carrying out a system clean using a recognised method as per BS 7593.
  - i. The extended warranty will cover material and labour charges to repair or replace components within the boiler against manufacturing defects from the installation date, provided this is carried out by an ATAG Selected Partner.

### 3. Boiler warranty match

- a. Where all of the standard warranty conditions plus the additional warranty conditions relevant to each promotion are met, the 12 year warranty will also apply to the filter and scale reducer where fitted.

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## 14 Year promotion

1. An ATAG Complete Care Pack [CCPBSW1, CCPWSW1, CCPBHW1, CCPWHW1] must be purchased and installed with the boiler. The appropriate pack must be selected for the feed water hardness at the installation address.
2. The One Zone controller must be fitted according to the manufacturer's instructions. The One Zone controller must be enabled, set up and tested and added to the ATAG Zone portal, along with the customers details via the One Zone App
3. The pack filter and scale reducer (where applicable) must be installed by an ATAG Selected Partner, strictly following the installation and servicing steps below:
  - a. The heating system filter should be installed in the heating system pipework in line with the filter installation instructions enclosed in the pack.
  - b. One filter must be fitted per boiler installed including in multi-boiler installations.
  - c. For hard water areas, the electrolytic scale reducer must be installed in line with the supplied instructions.
  - d. To register you must provide the full serial number of the boiler and the warranty voucher code issued to the installer after invoice associated with the boiler installation, please note only one warranty voucher code will be issued with each complete care pack purchased.
  - e. The heating system must be flushed, cleansed, and inhibited in accordance with BS7593.
  - f. The water quality must be tested to ensure it meets the manufacturers specifications as detailed in the Boiler Installation Manual.
  - g. The filter must be serviced annually in line with the filter manufacturer's instructions.
  - h. Water quality must be tested annually to ensure it conforms with the ATAG boiler manufacturer's instructions. If this is found not to be the case, remedial action must be taken to ensure the water quality does meet those standards. This may include replenishing the chemical inhibitor or if necessary, carrying out a system clean using a recognised method as per BS 7593.
  - i. The extended warranty will cover material and labour charges to repair or replace components within the boiler against manufacturing defects from the installation date, provided this is carried out by an ATAG Selected Partner.

#### 4. Boiler warranty match

- a. Where all of the standard warranty conditions plus the additional warranty conditions relevant to each promotion are met, the 14 year warranty will also apply to the One Zone controller, filter and scale reducer where fitted.



**T: 0800 254 5061** | [www.atagheating.co.uk](http://www.atagheating.co.uk) |  @atagheating |  @ATAGHeating

1 Masterton Park, South Castle Drive, Dunfermline KY11 8NX