

## **TERMS & CONDITIONS OF WARRANTY**

Firebird products are designed and manufactured to give many years of trouble free service.

The terms laid down in the warranty must be adhered to.

### **OIL FIRED BOILERS**

- Firebird provides a comprehensive, conditional warranty of 5 years on the boiler shell and 2 years on all other parts from date of installation, provided installation has occurred within 12 months from date of purchase.
- The 5 year boiler shell warranty consists of parts and labour for the first 3 years and parts only for years 4 and 5.
- The warranty will only apply if the boiler is commissioned by an OFTEC registered or competent, qualified engineer and is serviced annually thereafter.
- Please ensure that the commissioning certificate within the Boiler Passport is fully completed by an OFTEC registered or competent, qualified engineer and is returned to Firebird within 28 days of complete installation and commissioning. The Boiler Passport is included with every boiler and can also be completed online at the following link: <http://www.firebird.ie/index.php/boiler-passport.html>.
- Correct commissioning will ensure that your boiler is set to operate at its maximum fuel efficiency.
- Consumable components, the nozzles and the oil hose are excluded.

### **SOLAR**

- Firebird offers a 5 years warranty on solar collectors and a 2 year warranty on all other parts from date of installation, provided installation has occurred within 12 months from date of purchase.

### **INSET STOVES**

- Firebird provides a comprehensive, conditional warranty of 5 years on the inset stove shell and a 2 year warranty on other parts from date of installation, provided installation has occurred within 12 months from date of purchase.  
*Other parts include:*
  - Ceramic glass for thermal breakage-supply only.
  - Refractory materials.
  - Rope seals, glass seals and cement seals.
  - Grates.
  - Paint finish.
- The 5 year inset stove shell warranty consists of parts and labour for the first 3 years and parts only for years 4 and 5.
- The warranty will only apply if the inset stove is installed and commissioned by a HETAS approved or competent, qualified engineer and is serviced annually thereafter.
- The warranty does not cover installation and operational related problems such as draught related issues external to the stove, inadequate venting or ventilation, excessive offsets, negative air pressure caused by insufficient burning of improper fuel.
- Please ensure the warranty registration form (at the back of the instruction manual) is fully completed by a HETAS approved or competent, qualified engineer and returned to Firebird within 28 days of complete installation and commissioning.



## **BIOMASS BOILERS**

- Firebird offers a 5 years warranty on the boiler shell and a 2 year warranty on all other parts from date of installation, provided installation has occurred within 12 months from date of purchase.

## **TERMS & CONDITIONS OF FIREBIRD'S WARRANTY PROGRAMME**

1. Warranty implies that the product shall be free from defective parts or workmanship for a period of warranty cover, which begins from the date of installation.
2. All claims under the warranty programme must be within the above stated time limits.
3. Installation and commissioning of the product must be in accordance with (a) instruction/technical manuals (b) all relevant standards and codes of practice.
4. An OFTEC registered, HETAS approved or competent, qualified engineer, using the correct installation and test equipment must carry out installation and commissioning.
5. This warranty does not cover special, incidental or consequential damages, injury to persons or property, or any other consequential loss.
6. Maintenance should be carried out at the intervals stated in the instruction/technical manual.
7. Firebird accepts no liability in respect of any defect arising from incorrect installation, negligence, fair wear and tear, misuse, alteration or repair by unqualified persons.
8. Firebird will not accept any liability in respect of any defect occurring to the product due to limescale build-up and or low return water temperature.
9. The warranty programme extends to reasonable labour costs EXCEPT in the case of a 5 year warranty period whereby any valid claim made after 3 years will not include labour costs.
10. Firebird's prior authorisation must be obtained before examination or repair of the product takes place.
11. Firebird will examine all claims made under the warranty programme and for any claims that are deemed invalid, the costs incurred will be borne by the owner.
12. The warranty programme only applies where the product was used for normal domestic heating purposes.
13. Any defective part removed under any or all of the warranty programmes MUST be returned to Firebird.

**STATUTORY RIGHTS OF THE OWNER ARE NOT AFFECTED BY THIS WARRANTY**