



## TECHNICAL BULLETIN

No. <b>2009 - 01</b>	Title: <b>Contaminated oil pumps are not covered by Firebird warranty policy</b>	Issue date: <b>27-02-2009</b>
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Dear Service Engineer.

Under the terms and conditions of the Firebird warranty policy, manufacturer's warranty is only provided where a component has failed under normal operating conditions and the faulty part has been returned to Firebird for evaluation. Component failure due to installation or system issues are not covered by our warranty policy and service calls for such work will not be reimbursed by Firebird. In such cases the householder must be invoiced for a chargeable service call.

Consequently oil pump failures due to contaminated oil supply will not be covered under the Firebird warranty policy. In future when you are replacing an oil pump we need you to make the following investigation to determine if it is a chargeable service call or warranty:

1. Isolate power to the boiler/burner before commencing any work.
2. Remove the pump cover and check the condition of the oil filter, inner housing and pump cover (see pictured examples below);
  - a. if they contain sediment or a grease-like material then the oil supply contains sludge or other contaminant;
  - b. if rust is visible then water has got into the oil supply.
3. Neither of the above instances are covered by Firebird's warranty policy so you will need to explain this to the householder, advising them that they have to pay for the service call and a replacement pump.
4. You should advise them that their tank will need to be cleaned before using the boiler again. Firebird recommend that a suitable maintained oil filter is fitted to the oil supply line



Thank you for your cooperation on this matter.

***Firebird Technical Department***

Firebird Boilers  
Údarás Industrial Estate  
Baile Mhic Íre,  
County Cork  
T: 026 - 45253  
E: info@firebird.ie

Firebird Products  
Shean, Forkhill  
Newry  
BT35 9SY  
T: 028 - 3088 8330  
E: firebirdproducts@hotmail.co.uk

Firebird UK  
Lee Mill Industrial Estate  
Ivybridge  
PL21 9PE  
T: 01752 - 691177  
E: info@firebirduk.co.uk