



Manufacturer's Guarantee Terms & Conditions

MANUFACTURER'S GUARANTEE

The product is guaranteed for a period of 12 calendar months from the date of manufacture subject to the following conditions and exceptions:

- That during the period of this guarantee any components of the unit which are proved to be faulty or defective in manufacture will be exchanged or repaired free of material charges if repaired directly by Cistermiser Ltd.
- Invoices for attendance and repair of this product by third parties will not be accepted for payment by Cistermiser Ltd.
- The guarantee must be registered within 30 days of installation.
- That any product or part thereof returned (for servicing) under the guarantee must be accompanied by a claim stating the Model, Serial Number and Date of Installation.
- That Cistermiser Ltd will not accept responsibility for accidental damage caused by faulty installation, neglect or misuse due to the non-observance of the instructions contained in the Installation and User Instructions leaflets.
- That the product has been used only for the normal purposes for which it was designed.
- That this guarantee applies only to equipment purchased and used in the United Kingdom, Ireland, Isle of Man and the Channel Islands.

FREE EXTENDED GUARANTEE

The guarantee can be extended free of charge (at any point during the standard guarantee period) by registering the product via the internet at www.cistermiser.co.uk.

- The extended guarantee period for all Cistermiser products is three years from date of manufacture.

COMBIMATE LIMESCALE GUARANTEE

In addition to the above terms and conditions, Cistermiser will honour all valid claims by a one off payment of £500 in full and final settlement for all work conducted or required.

This will only be valid upon:

- The user registering the installation of their Combimate at www.combimate.co.uk or returning the registration card via post with an invoice for the installation of the Combimate and new boiler or heat exchanger/heat store.
- The user registering every annual Combiphos replacement by registering the serial number from the refill pack to www.combimate.co.uk or via **WhatsApp** on **07308 468500**.
- The Combiphos refill must be registered within four weeks of replacement and must be within thirteen months of the last replacement of Combiphos or installation of the Combimate.
- All claims under the Combimate Limescale Prevention Warranty will require the completion of a Combimate claim form by the user and the qualified engineer who diagnosed the fault.
- The limescale warranty is completely separate to the manufacturer's parts only guarantee.

TERMS & CONDITIONS

Products manufactured and supplied by Cistermiser Ltd, ('Cistermiser' or 'the Manufacturer') are guaranteed against material or manufacturing faults for the duration of the guarantee period (Manufacturer's Guarantee), subject to the following terms and conditions:

- a. The product must be purchased and installed within one of the following territories: the United Kingdom of Great Britain and Northern Ireland, the Republic of Ireland, the Isle of Man or the Channel Islands.
- b. The product must be correctly installed and commissioned in accordance with the installation instructions for your product.
- c. That the user may be asked to prove the date of installation and that the product was correctly commissioned.
- d. The guarantee period will commence from date of manufacture.
- e. The unit has been maintained and serviced in accordance with the manufacturer's instructions. This warranty will not cover damage or defects caused as a result of faulty installation or improper maintenance or servicing.
- f. We will not accept or reimburse the costs of any third party who undertakes any work carried out on the product or fits parts, unless we have approved such work in advance of it being carried out.
- g. The guarantee period will not be extended even if we repair or replace any product or part.
- h. If we replace any component or product, the part or product removed will become our property.
- i. Any claim made under the terms and conditions of this guarantee must be made within the guarantee period.
- j. Product deemed faulty must be returned to Cistermiser Ltd for inspection.
- k. Telephone support will be provided by the manufacturer. On-site support may be provided at Cistermiser Ltd's discretion and may be chargeable.
- l. The Manufacturer's Guarantee does not apply to:
 - Damage caused by faulty installation, theft, tampering, neglect, misuse, accident, fire, flood, explosion, lightning, storms, frost or other bad weather conditions.
 - Damage caused by the non-observance of the manufacturer's user instructions.
 - Damage to the product as a result of scale.
 - Damage as a result of debris or blockages.
 - Any unauthorised adjustments made to the product by a third party.
 - Any upgrading/improvement work required as a result of legislation, (Health & Safety or otherwise) or to meet current standards.
 - Self-maintenance tasks such as, cleaning, battery replacement, Combiphos replacement or annual testing.

The sole and exclusive remedy under this guarantee is for the repair or replacement (at Cistermiser's option) of the unit and no other remedy, including but not limited to incidental or consequential damage or loss of whatsoever nature. Cistermiser reserves the right to undertake the least costly option available to it. The amount of any claim under this warranty shall be limited to replacement of the defective unit.