

Cast Tec

GAS WARRANTY

Cast Tec Ltd. East Side, Tyne Dock, South Shields NE33 5SP.
Website: www.casttec.co.uk - Tel. 0191 4974280

PRODUCT WARRANTY GAS



Thank you for purchasing our gas fire appliance. We are dedicated to providing high-quality products and excellent customer service. The following terms and conditions outline the details of our 5-year warranty:

1. Warranty Coverage

This warranty covers defects in materials and workmanship for a period of 5 years from the date of purchase, subject to the conditions outlined below.

2. Proof of Purchase

The warranty is valid only if the user can produce a receipt or proof of purchase and installation.

3. Installation Requirements

For gas appliances, the installation must be carried out by a Gas Safe registered installer. Failure to comply with this requirement will void the warranty.

4. Alterations

No alterations or modifications should be made to the appliance or its component parts without our written consent. Unauthorized alterations will void the warranty.

5. Intended Use

The appliance must be used only for the purposes intended by the manufacturer. Misuse of the appliance will void the warranty.

6. Damage Exclusions

The warranty does not cover accidental damage, damage due to fair wear and tear, or damage resulting from misuse or abuse.

7. Warranty Claims

Warranty claims must be made through your appliance supplier.

The warranty is restricted to the UK mainland and is additional to your statutory rights.

8. Warranty Periods

The first 2 years of the warranty cover parts and labour. The following 3 years cover parts only.

9. Maintenance Requirements for Gas Appliances

To maintain the warranty, the oxy pilot assembly must be replaced every 2 years. The fire must be serviced every 12 months by a Gas Safe registered engineer.

10. Exclusions

Consumable items such as ceramic components are not covered under the warranty.

11. Remote Control Models

In the unlikely event that the valve fails on our remote control models, the customer will be liable for a £150 excess for a replacement valve.

If the valve is found to be contaminated after inspection, it will not be covered under the manufacturer's warranty. If there is a mechanical fault with the valve, the part will be replaced under the manufacturer's warranty and the excess refunded.

12. Limitation of Liability

Our liability is limited to the repair or replacement of the defective appliance or component, as outlined in this warranty.

We are not responsible for any indirect, incidental, or consequential damages arising from the use or inability to use the appliance.

13. Contact Information

For any warranty claims or service inquiries, please contact your appliance supplier.

We appreciate your cooperation and understanding. If you have any questions regarding this warranty, please do not hesitate to reach out to us or your appliance supplier.