

1. List prices

All prices are list and exclusive of VAT. Domestic and Commercial terms are available on request. All prices are subject to change at any time without prior notification.

2. Delivery

2.1 All prices are inclusive of delivery of boilers and equipment under 2 tonnes in weight via a suitable vehicle to UK Mainland and to nearest hard standing position. For boilers over 2 tonnes in weight a delivery cost is available on application. The offloading/positioning, craneage and lifting equipment are to be provided and carried out by others. Price for deliveries outside of the UK mainland are available upon request.

2.2 Delivery times and dates are given in good faith and all reasonable endeavours will be made to comply with them but such dates and times are estimates only; do not form a term or condition of any contract and no guarantee is given in respect of them so that the Company is not liable for direct or indirect losses arising from any delay in delivery.

3. Supply and Assembly

3.1 Burner and boiler combinations are supplied as separate component parts. The burner is to be fitted on site and all interconnecting wiring is included for ease of installation. Extra cabling may be required for certain installation criteria and is available on request.

3.2 Burner Matching

3.2.1 All boiler-burner matching's have been sized by the selected burner manufacturer, they have assumed that a site gas pressure of 20mbar is available with all plant up and running. Boilers over and above 800kW may require Gas Boosters and are available on request.

3.2.2 Correct burner matching is reliant on the Ferrolis account holder providing Ferrolis with accurate boiler details.

3.3 Boiler model assembly :

- Pegasus boilers supplied fully assembled and cased, boiler can be split and assembled on site at extra cost.
- Atlas boiler supplied fully assembled and cased, boiler can be split and assembled on site at extra cost.
- GN2 Boilers supplied unassembled for full site assembly plus burner to be fitted on site. Boiler sections can be supplied assembled at an extra charge.
- GN4 Boilers supplied unassembled for full site assembly.

- Prextherm and industrial steel shell tube boilers are supplied fully assembled. These are non-stocked items; therefore delivery is approximately 3-6 weeks from receipt of an official order and subject to account status and availability.

3.4 Site Requirements

A site visit form must be completed and returned to form an agreement between both parties of our requirements for attendance.

- 3.4.1 The boiler equipment will be off loaded to a hard standing, at ground level and as close as possible to where it is required. Extra labour must be available on the day to accept delivery
- 3.4.2 A level non-combustible boiler base of the required size and reinforcement to support the boiler weight, water content and any ancillary equipment is built. The base(s) is not less than 50mm in thickness and has had sufficient time for any of the base casting to have hardened off.
- 3.4.3 If a split boiler has been ordered then the sections and associated parts must be placed in the build area leaving the bases clear for the assembly to take place. If the boiler requires disassembling and rebuilding then the boiler must be placed in the proximity of the boiler house. When the boiler(s) has been disassembled there must be adequate labour provided on site to transport the boiler sections and associated parts to the build area. In both instances the bases must be clearly marked showing the final position of each boiler, prior to the engineer arriving to assemble them.
- 3.4.4 Please ensure that an adequate water supply is available in the boiler house to enable water pressure testing of the boiler(s) and drainage facilities for discharge of the water once the test is complete
- 3.4.5 The hydraulic test of the boiler(s) is guaranteed at the build location only.
- 3.4.6 Should the site be operating a health and safety policy that requires visitors to attend a health and safety induction course please notify us with the start time and duration of the course, this will avoid loss of time on site.
- 3.4.7 Please note that the attendance is for **one visit only**, (unless otherwise agreed and given in writing) and is to build, test and fit both the burner and the case. Any unfitted items are the responsibility of the site company for safe keeping and retro-fitting.
- 3.4.8 Please allow a minimum of 7 working days for the build attendance; some boiler builds may take more than one day to complete. The company cannot guarantee the requested build date although all effort will be made to ensure this date is met.
- 3.4.9 Please note that failure to observe all of the above may result in an abortive visit, which may also result in an additional charges being made.

4. Commissioning /Setup

4.1 All commissioning prices are subject to all services being up and running with sufficient load for a full commission to take place in one visit. Installations must comply with the current manufactures instructions and local legislation.

4.2 Multiple commissioning prices are subject to all boilers being ready at the same time and of course being in the same boiler house/site.

4.3 Ferroli commissioning must be ordered at the same time as the product order if the customer would like to take advantage of the 2 year extended warranty.

4.4 Site Requirements

A site visit form must be completed and returned to form an agreement between both parties of our requirements for attendance.

4.4.1 All electrical controls must be connected and functioning correctly, and in accordance with the manufacturer's instructions. This includes all associated external controls.

4.4.2 The fuel type must be verified (28 Sec Kerosene, 35 Sec Diesel, etc) against the appliance manual and all fuel lines are tightness tested and purged to the appliance/s being tested

4.4.3 The flow and return connections must be complete and hydraulically tested. The system is full of water and completely vented, with sufficient system load and heat load available for a complete test at maximum boiler/s output.

4.4.4 Flue connections must be complete and tightness tested.

4.4.5 Failure to comply with all of the above may result in an abortive visit, which may also result in an additional charges being made. The boiler set-up / commissioning are also covered by the company's standard "Conditions of Sale" which are available upon request.

Any installations that are seen as unsafe will be left in a safe situation, and then should only be turned on by a competent person when the installation has been corrected.

Please allow a minimum of 7 full working days from the return of the site form for an engineer to attend. The requested date cannot always be guaranteed. Call times can be given as AM or PM only, if requested.

5. Length of Warranty

5.1 A 2 year parts and labour warranty is standard on all Ferrolì Commercial products subject to Ferrolì being employed to carry out the initial commissioning at the time of the product order and the boiler receiving its annual service 12 months after installation.

5.2 If the appliance is not commissioned by Ferrolì a standard 1 year parts and labour warranty only applies.

5.3 Cast Iron boiler sections carry a 10 year manufacturing warranty against all manufacturing defects. This is subject to instructions in the installation manual being adhered to and having the correct water treatment at all times.

5.3.1 Cast Iron Section Warranty - If a claim is being made for a leaking boiler then our warranty will cover the customer for parts only unless the boiler has been commissioned by Ferrolì or an approved agent, then the 2 year parts and labour warranty will still apply. After this period the cast iron sections are covered for a further 8 or 9 years (dependent on commissioning) parts only warranty, labour not included. This warranty is subject to a water treatment test, proof of annual service, and the boiler being originally built by a Ferrolì approved build company. If a replacement section is required then this will need to be ordered in the normal way through the company who ordered the original boiler, or a spares merchant. A full credit of the remedial invoice will only be made when the parts have been returned, inspected, and found to be faulty of manufacture defect.

6. Exclusions not covered by Warranty

6.1 Repairs to Boilers which were not installed and commissioned properly in accordance with relevant standards and laws, with the requirements and good practice and as set out in FERROLI Installation and Servicing Instructions (this includes the need to flush the system effectively and add the corrosion inhibitor stated in those Installation Instructions).

6.2 Any other defects or failures, either in the connected heating system or controls or outside of the boiler itself which also includes faults caused by inadequate supply of electricity, gas or water to either the Boiler or to the property in which the Boiler has been installed.

6.3 Any damage to the Boiler which has been caused by hard water scale deposits and/or aggressive water resulting from corrosion.

6.4 Compensation for consequential losses (e.g. loss of earning, business losses, stress and inconvenience) arising from a production breakdown, including repair delays caused by factors outside the reasonable control of FERROLI Service.

6.5 The reimbursement, repair or replacement costs of a third party that has not been agreed by FERROLI Service with you in advance of action and expenditure.

6.6 Those components that are considered to have failed through excessive wear and tear use.

6.7 Damages for transport not done by FERROLI Logistics.

6.8 Any damages for frost, stray currents and/or harmful effects of atmospheric discharges, and/or lack of protection against atmospheric discharges.

6.9 Any damage due to use of spare parts which are not original FERROLI.

6.10 The cleaning and routine maintenance or any operation to access the Boiler (such as dismantling furniture's, roof, scaffolding etc.)

7. Conditions of this Manufacturer's Warranty

7.1 That the Boiler must be installed and commissioned by a GAS SAFE/OTHER APPROVED BODY registered Installer.

7.2 This warranty is only valid for products installed in the United Kingdom mainland, Northern Ireland and the ROI.

7.3 This Guarantee is conditional upon the correct installation, commissioning and maintenance procedures having been fully carried out in accordance with the Manufacturer's instructions provided which includes the need to flush the system effectively and add the corrosion inhibitor stated in FERROLI Installation Instructions.

7.4 This guarantee is also conditional upon the boiler being annually inspected and serviced as necessary.

7.5 If a problem occurs with a boiler or burner the first point of contact for the customer is their installer. If the installer believes that the fault is a manufacturing defect, contact should then be made with FERROLI Service.

7.6 It is a condition of this Warranty that the Customer must provide valid credit/debit card details when requesting a call out in case the fault is non-boiler/burner related.

7.6.1 If the call out is requested via a merchant, FERROLI Service must be provided with a completed site visit form accompanied by a valid purchase order in case the fault is non-boiler/burner related.

7.7 Where the Boiler has been subject to misuse, accidental damage, modification or repair by anyone who is not a FERROLI Service approved GAS SAFE/OTHER APPROVED BODY registered gas engineer, this Guarantee shall become invalid and FERROLI Service obligations under this Guarantee will cease. In such cases all work to repair or make-safe the boiler will become chargeable to the beneficiary of the Guarantee at the standard rates of FERROLI Service of the required work. Payment of such sums including Value Added Tax would be required prior to the execution of the work found necessary.

7.8 FERROLI Service only obligation under the Guarantee shall be to repair the faulty Boiler. This will be carried out where the fault arises from defects within the Boiler, are found to be caused by either materials or workmanship resulting from the manufacture of the Boiler and not as a result of external factors such as the system and other equipment.

7.9 In the event that it is found that external factors such as the system or other equipment have damaged the Boiler or components within the Boiler then FERROLI Service will charge the Customer for the cost of rectification work at FERROLI Service standard rates. Payment of such sums including Value Added Tax will be required prior to the execution of the work found necessary.

7.10 The guarantee for parts exchanged ends when the Guarantee of the boiler expires. Any parts exchanged during the Boiler Guarantee period does not extend or postpone the termination date of the Boiler Guarantee.

8. Terms and Conditions of Sale

All items are subject to Ferrolis Ltd 'Standard Terms and Conditions of Sale,' of which a copy is available upon request.

9. Statutory Rights

This Warranty does not affect your statutory rights.

FERROLI Ltd is registered to store data (information) about customers, lawfully and in accordance with the Data Protection Act 2003 of the United Kingdom. Information on customers is collected through the Guarantee Registration and Service Request processes, and customers can opt out separately from receiving further communication from FERROLI Ltd or from selected third parties. Any item of data given at the time of contact is collected and stored by FERROLI Ltd. Customer may opt out by contacting us directly.

For enquiries regarding the use of data, contact Data Protection Enquiries, FERROLI Ltd, Lichfield Road, Branston Industrial Estate, Burton Upon Trent, DE14 3HD.