

Terms and Conditions

- 1) This guarantee is given by Aura Gas Limited ("Aura Gas") on these terms and conditions only.
- 2) During the currency of this guarantee any components of the boiler which are proved to be faulty or defective will be exchanged or repaired, at the discretion of Aura Gas, free of material charges and free of labour charges by Aura Gas. We may, at our discretion, use the appliance manufacturer for the repair.
- 3) This guarantee will be invalidated if the boiler is not serviced by Aura Gas or the boiler manufacturer within 12 months of installation and at 12 months intervals thereafter. The customer must have a formal service contract with either provider. Proof of servicing must be produced on request.
- 4) This guarantee is limited to the boiler only. Should a fault not be related to the boiler, Aura Gas reserves the right to charge for any call outs at Aura Gas's standard rates.
- 5) Aura Gas may not be held responsible for any delay in the provision of spare parts by suppliers and thus no compensation is payable should this occur.
- 6) Replacement parts and components will only be fitted where the old ones are beyond reasonable repair. Aura Gas will be the sole arbiter as to the condition of components.
- 7) The benefit of this guarantee may be assigned to subsequent owners of the boiler (at the original installation address) provided notice of change of ownership is given to Aura Gas together an administration fee of £25 plus VAT.

Exclusions

- a) Any inadequacy attributing to original installation or design of the system.
- b) Aura Gas will not be held responsible for consequential damage or loss occurring as a result of a defect in the boiler unless attributable to the negligence of Aura Gas. If attributable to the negligence of Aura Gas notification must be given in writing with full details within fourteen days of the incident.
- c) Any damage due to the failure of water, gas or electricity supply.
- d) Any work including descaling that may arise due to hard water scale deposits or aggressive water supply.
- e) Mechanical breakdowns due to sludge build-up within the system. Removal of products of corrosion from within the appliance/system.
- f) Any damage or defect caused by lightening, frost, explosion, flood, storm, fire, impact or other extraneous causes - or any other risk normally insured under household or other insurances. Any defect caused through accidental damage (except where accidental damage caused by you is specifically stated as being included under your guarantee), intentional risk taking, negligence, misuse, third party interference or malicious or wilful action.
- g) The replacement of decorative parts (including casing).
- h) Any adjustment of time and temperature controls, bleeding radiators or pressuring sealed systems.
- i) The fabric of the building and any Pipework including flues buried in it.
- j) Replacement of flues.
- k) Commencing and/or continuing services where we reasonable consider that there is a Health and Safety risk including: the presence of hazardous material, infestations or harassment of our personnel including verbal or physical abuse. We will not recommence work until the Health and Safety risk has been rectified to our satisfaction.

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