

Keston System 2 and Combi 2 boilers offer customers the comfort of a free 5 year parts and labour repair service subject to the following terms and conditions. In addition to the comprehensive parts and labour warranty provided with the boiler, subject to compliance with the terms and conditions below Keston Limited will provide the remainder of 7 years warranty if the boiler was fitted with a Keston System Filter when installed and registered. During the period of the warranty we will, at our option, repair or replace a boiler free of charge where it suffers a mechanical or an electrical breakdown as a result of defective workmanship or materials, subject to the following conditions and exclusions.

1. The boiler must have been installed and commissioned within 12 months of manufacture by a registered Gas Safe installer in accordance with the guidelines in the installation and servicing booklet provided with the boiler.
2. The 'Benchmark' commissioning sheet must be completed by the installer and left with the boiler for reference purpose.
3. The warranty will commence from the date of installation. Without proof of purchase ie an invoice or completed 'Benchmark' commissioning sheet, the warranty will commence from the date of manufacture as detailed on the appliance data plate.
4. To qualify for the full 7 years boiler warranty when installed with a Keston System Filter or 5 years standard boiler warranty the boiler must be registered within 30 days of installation. Should this condition not be met the period of warranty will extend to only 12 months from installation.
5. At the end of each 12 month period, the boiler must be serviced by a Gas Safe registered engineer. Should this condition not be met the boiler warranty will lapse.
6. If the boiler suffers a mechanical or an electrical breakdown we should be contacted on 01482 443005
Our normal working times, excluding Bank Holidays are:
8am – 6pm Monday to Friday, 8am – 4pm Saturday, 8.00am – 12 noon Sunday

We will arrange for an engineer or appointed contractor, to inspect and repair, or where in our sole opinion repair is not economic, arrange to replace the boiler.

Please note:
 - a. Engineers will only attend to boiler products where it is considered by the engineer that the installation does not pose a risk to health and safety.
 - b. A permanently fixed access ladder must service installations in lofts or attics. Adequate lighting and permanently fixed flooring must also be available.
 - c. Cupboard installations must provide minimum working clearances as detailed in the installation instructions. Ideal will not accept responsibility for the removal of cupboards, kitchen units or trims in order to gain access for repairs.
7. The warranty does not apply:
 - a. If the boiler is removed from its place of installation without our prior consent.
 - b. To any defect, damage or breakdown caused by inadequate servicing of the boiler or by deliberate action, accident, misuse or third party interference including modification or an attempted repair which does not fully comply with industry standards.
 - c. To any defect, damage or breakdown caused by the design, installation and maintenance of the central heating system.
 - d. To de-scaling or other work required as a result of hard water scale deposits or from damage caused by aggressive water or sludge resulting from corrosion. Indications that such work may be required include a noisy boiler, cold spots on radiators, sludge in pipes and poor circulation of the central heating system.
 - e. If the claim/contact procedure set out in section 6 is not adhered to.
 - f. To any other costs or expenses caused by or arising as a result of the breakdown of an Ideal boiler.
 - g. To any defect resulting from the incorrect installation of the boiler, the flue system or the facility for condensate disposal.
 - h. To any costs incurred during delays in fixing reported faults.
8. We reserve the right to charge a call-out fee where:
 - a. There is no completed 'Benchmark' commissioning sheet or equivalent control document present.
 - b. A fault cannot be found.
 - c. The breakdown or fault has been caused by an event, which is excluded from the warranty – refer to section 7.
 - d. Failure to cancel an agreed appointment prior to our engineers visit.
 - e. The boiler is outside the period of warranty or the conditions of the warranty have not been met – refer to sections 3 & 4.
9. If we fit replacement parts or replace a boiler it will not extend the period of the warranty. All replaced parts or boilers will become the property of Keston Ltd.
10. The warranty applies only where a Keston boiler has been installed in a domestic dwelling in mainland United Kingdom, Northern Ireland and I.O.W. to provide heat and/or hot water to the central heating system.

Keston Boilers

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Our Keston warranty is offered in addition to the rights provided to a consumer by law. Details of these rights can be obtained from a Citizen Advice Bureau. Guarantor – Keston Ltd, P.O. Box 103, National Avenue, Hull, HU5 4JN.