

WARRANTY PROCEDURE

VALOR (GDC)

Product/s Covered: Vision 16" Inset Fires

Period of cover: 12 Months from date of purchase

Note: The Fault requires to be reported within 7-14 days by completing the service request form, the form would need to be completed by the end user, please visit www.valor.co.uk/customer_support/warranty/Warranty.html for details

Make and Model of Appliance

Serial Number – (Data Badge must be present)

Where the fire was Purchased from

Installation Date

Engineers Details, Gas Safe Number & Mobile

Customer details

Name, Address & Contact number/Email

Brief narrative of fault (Has the installer been back within the first 6 months if so what did he do)

Installation details – How it is flued

Has a restrictor plate been fitted

Burner Pressure

Contact Information:

Tel: 0844 879 35 88

Email: keycust@gdcgroup.co.uk

NUFLAME

Product/s Covered: All NG models with the exception of NG2 & CT Models

Period of cover: 12 Months from date of purchase

Note: All Nuflame models are required to be tested and returned for inspection purposes. Percy Doughty would only send a new burner if it was deemed faulty. The customer must directly liaise with Nuflame in the first instance.

Contact Information:

Tel: 0208 2546 802

PERCY DOUGHTY TERMS:

1. The end user must confirm the fault by an independent engineer
2. Percy Doughty would not be liable for any third party costs
3. All faults found would need to be confirmed by Nuflame
4. Percy Doughty would send a replacement part FOC once confirmed by Nuflame
5. The end user would be required to contact an independent engineer to fit the replacement at their own cost

BFM BRITISH FIRE MANUFACTURER

Product/s Covered: NG2, Efficiency plus & Flavel

Period of cover: 12 Months from date of purchase

Note: The end user must register the appliance by sending the card supplied when the fire was installed by the engineer. Please visit <http://www.bfm-europe.com/guarantee-registration> for details.

When calling the Valor helpline you will be asked for pertinent information in relation the installation please see below. If you are able to get the information prior to your call it will assist the agent greatly in dealing with your warranty.

Contact Information:

Tel: 01782 339008

Terms of Warranty:

Important All warranty service requests must be made via this telephone number. BFM will not process any service requests by email.

1. The appliance must be serviced annually and the oxy- pilot assembly must be changed.
2. The service must be carried out by a Gassafe registered engineer deemed competent.
3. If you are unable to contact a competent engineer, BFM will oblige by recommending an approved competent engineer within your local area.
4. If you keep up your annual service schedule and can demonstrate that the appliance has been serviced correctly in accordance with the Flavel Guarantee by producing the relevant documentation then your appliance will continue under warranty for a period of 7 years.

The end user will be asked to provide the following information below to help speed up the enquiry and swift resolution:

- Fire Make and Model
- Fire serial Number
- Date of the installation
- The address where the appliance is installed with post code
- A contact name and number

BFM Service Call Center opening times:

Monday to Thursday 08:45 - 17:00

Friday 08:45 - 16:00

Saturday & Sunday Closed