

WARRANTY PROCEDURE

VALOR (GDC)

Product/s Covered: Inset Gas Fires, Gas Stoves

Period of cover: 2 years* from date of purchase (1 year statutory parts & labour, year 2 - parts only)

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

Supply Pressure

Burner Pressure

BFM BRITISH FIRE MANUFACTURER

Product/s Covered: NG2, Efficiency plus

Period of cover: 1 year* 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 BFM 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 Guarantee by producing the relevant documentation then your appliance will continue under warranty.

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

*Terms and conditions apply. See www.percydoughty.com/warranty for details.