

## **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](http://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 they do)

Installation details – How it is flued

Has a restrictor plate been fitted

Supply Pressure

Burner Pressure

#### **Contact Information:**

Tel: 0344 879 3588

Email: [keycust@gdcgroup.co.uk](mailto:keycust@gdcgroup.co.uk)

### **NUFLAME**

**Product/s Covered:** All NG models with the exception of NG2

**Period of cover:** 1 year\* 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:**

Arron Sheppard

Tel: 0800 497 0666

### **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 Gas Safe 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 warranty card supplied when the fire was installed by the engineer. Please visit <http://www.bfm-europe.com/guarantee-registration> for details.

### **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 Gas Safe registered engineer deemed competent.
3. 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 to be covered under the 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 for a 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](http://www.percydoughty.com/warranty) for details.