

## Warranty – for DURA FLUE, W3G & EXTRA FLEX chimney liner 316 & 904 grade stainless steels

Flue and Ducting Ltd offer a 15-year warranty on DURA-FLUE 316 and Extra Flex 316, a 30-year warranty on DURA-FLUE 904 and a Lifetime warranty\* on W3G Chimney Liner against the faulty manufacture of the product or defective fuels/materials used when the liner has been fitted for its sole purpose as a domestic liner in use with HETAS Listed recommended fuels only.

- **“OUR NO QUIBBLE PROMISE TO YOU”**

**Flue & Ducting Ltd will always try & resolve any warranty claim using common sense and practicality.  
We're committed to our trade customers and realize the importance of a solid reliable warranty & back up service.**

- Flue and Ducting Ltd Registration card is completed by the HETAS installer on completion of work and is sent to Flue and Ducting Ltd within 30 days of job completion with all accurate information. Flue and Ducting invoice reference number should be referred to in all future warranty claims.
- Any complaints should first be attended /investigated by the original HETAS engineer and if a fault/problem is found the HETAS engineer will need to report the fault/problem within 14 days to Flue and Ducting Ltd in writing with the initial registration card and all relevant information i.e. records of all proper maintenance of appliance and liner by a professional chimney sweep as recommended in or installation guide.
- The Liner has been correctly installed by a HETAS registered installer and that Document J of the building regulations and our installation guide has been followed correctly.
- After installation the Stove System should be serviced (1-2 times per year) by a fully qualified person.
- If any fault/problem should be found to be that external of the chimney liner i.e. appliance, operation, installation or other the site survey will be chargeable at Flue and Ducting Ltd discretion

Should Flue and Ducting Ltd find that the chimney liner supplied is of poor manufacture and does not meet the standard requirements, Flue and Ducting Ltd will offer a complete replacement liner free of charge subject to the terms above.

This warranty only covers the cost of the replacement liner and does NOT cover the cost of any external components fixings or fittings or building work, installation or any other product/outside source other than the liner supplied. All of which is the responsibility of the customer and this warranty is agreed when the sale of the liner has taken place.

Reasonable efforts will always be made by Flue and Ducting Ltd to resolve the situation but please note that NO cash or any other payment types will be offered instead of the replacement liner. The replacement of the liner is the only product/offer that will be made in a warranty claim. The sale of this liner indicates that you agree to Flue and Ducting Ltd warranty policy.

This warranty only applies in the UK, Flue and Ducting Ltd offer no warranty or any other customer service or take any responsibility for the product if/when the product leaves the UK.

**This warranty does NOT cover any of our products if installed with fully condensing boilers, or where harmful/dangerous gasses/chemical fumes are being used such as chlorine or halogenic vapors.**

Installation Address:

## Warranty Registration Form

Product Description.	
Name of company product purchased from.	
Date of purchase.	
Installers name and contact details.	
Installers - HETAS/Gas safe/Offtech Registration.	
Date of installation.	
Type of appliance being used with Flue and Ducting Ltd product.	
Type of fuel being used and estimated usage.	

**Flue and Ducting Ltd**

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