

Terms and Conditions

All Gas and Electrical appliances must be installed by suitably competent persons. For Gas appliance installation a Gas Safe registered engineer having passed the relevant core competencies to install, exchange, service, repair and commission domestic open, balanced and fan assisted flued gas fires and wall heaters (NG & LPG). A competent person in terms of electrical work (where applicable) must demonstrate competence to perform electrical work if they have successfully completed an assessed training course, run by an accredited training organisation, which included the type of work being considered. As part of that course, this person should have demonstrated an ability to understand electrical theory and put this into practice. The competent person should apply in reference to large scaled electrical build installation works this may involve for the provision of a new socket or electrical circuit. All Solid fuel burning appliances and fixtures must be installed by an accredited Hetas engineer having passed the relevant core competencies to install, service and maintain dry and wet solid fuel appliances including biomass.

The appliance warranty will apply from the day of installation, commissioning results must be documented and a copy left with the end user where applicable. The commissioning details can be documented on the last page of the installation instructions or on an appropriate Gas Safe or Hetas approved form.

The appliance must be installed in accordance with the manufactures instructions, current building regulations, British standards, IET Wiring Regulations 18th Edition, Gas Industry Installation and Use regulations 1998 and HETAS regulations where applicable.

The warranty is limited to the repair or replacement of parts found to be defective in material or workmanship after confirmation of the defect by Percy Doughty, provided that such parts have been subjected to normal conditions of service.

Any installation labour, transportation or other related costs/expenses arising from defective part(s), repair or replacement or otherwise of same will not be covered under this warranty agreement therefore Percy Doughty would not assume responsibility for any associated costs. That will also include any incidental indirect or consequential damages except as provided by law.

The purchase of the appliance must be made through an approved distributor or stockist. Percy Doughty does not assume nor authorise any third party to assume on its behalf, any other liabilities with respect to the sale of any Percy Doughty appliances or associated accessories.

All other conditions expressed or implied with respect to the appliance, its components and accessories or any obligations /liabilities on the part of the company are hereby expressly excluded.

This warranty does not apply to non-Percy Doughty products prefabricated. Introduced to the working of the appliance or installation whole.

A warranty claim must be submitted between 7-14 days from identifying the fault, Percy Doughty would not be responsible for any damaged caused thereafter should the appliance still be used.

Please ensure the warranty card is completed at the time of installation and proof of installation and service history thereafter will be sought by Percy Doughty to allow for the warranty to remain current during the said period.

Penman Lifetime Warranty

The Penman Collection offers a lifetime warranty on a selection of its Stoves; the Bassington* (all leg options), Avebury, Scene, Sigma and Vega Edge 200SL for added peace of mind.

Qualification

In order to qualify, you will need to provide the original proof of purchase, installation commissioning certificate and evidence of adequate annual maintenance, this would be a certificate from a registered chimney sweep or competent person. Please note that this lifetime warranty is only valid for the original owner and is not transferable. In the event of a claim please speak to the stockists where the stove was purchased in the first instance.

This Warranty does not apply to consumable parts which include but are not limited to the following parts as listed within our T&C's/ warranty Limitations.

Conditions

It is a requirement of the warranty that an annual service is carried out on the appliance by a suitably qualified person as deemed by Percy Doughty and installation complies with the current

Building Regulations local or other and pertinent British standards. Compliant commissioning certificates and receipts of annual services and adequate maintenance will be required in the event of a warranty claim. All works must be carried out by a suitably trained and qualified person registered with a competent persons scheme.

For full terms and conditions please see

<https://www.penmancollection.com/wp-content/uploads/2019/08/Terms-Conditions-Final-19-08-2019-1.pdf>

*This Warranty excludes the finish on the "warm white enamel" versions of our stoves. Enamel finish products are inherently susceptible to crazing and chipping in the normal wear and tear of the product life.

Warranty Exclusions:

1. Percy Doughty will not be responsible for the following :

- Down drafts or spillage caused by environmental conditions such as nearby trees, building's rooftops, hills or mountains.
- Incorrect gas supply pressures due to network deficiency or the incorrect installation or commissioning.
- Inadequate ventilation or negative air pressure caused by mechanical systems in operation such as extraction fans, cooker extraction hoods or other within the vicinity
- Pilot supply tube damage
- Badly fitted PCB communication cables
- Incorrect fitting during the installation in accordance with paragraph 4. That will also include the configuration of the flue, inadequately designed and installed but not limited to.
- Incorrect use of the appliance in accordance with the user instructions and general purpose. Also exposure to prolonged periods of dampness and condensation.
- The use of incorrect cleaning of the appliance or the use of damaging chemicals or if the appliance has been operated or installed in a contaminating environment.

- Any damage to the safe combustion of the appliance or its components.
- Any Alteration, modification or wilful abuse accidental or misuse of the appliance and associated components including the flue.
- Electrical Surges
- Overloading of sockets
- Damage caused by spilled liquids
- Damage caused by replaced incorrect fuse ratings

2. The warranty does not apply to consumable parts which include but are not limited to the following parts:

- Coals and ceramic fuel bed
- Cosmetic surfaces or blemishes to polished metal or marble surfaces
- Batteries
- Glass rope
- Thermocouples
- Motors heating elements
- Trailing supply lead (kettle lead)