



## Returns Warranties

- Danfoss Products
  - BFP Diamond Pumps & Accessories – 36months from production date
  - Ignition Units/Control Boxes & RSA Pumps – 18months from production date
  - Nozzles – No Warranty
- Suntec Products – 24months from production date
- Siemens Products – 24months from production date
- Dungs Products – 24months from production date
- Satronic/Honeywell – 24months from production date
- Ecoflam Products – 24months from purchase date
  - Consumables: Electrodes/Nozzles etc. – No Warranty
- Burners
  - Oil Burners – 1year
  - Gas Burners – 2years
  - Dual Fuel – 2years

### Burners Terms & Conditions for Returns:

1. Full commissioning report forwarded to Ecoflam/Elco carried out by qualified Gas Safe/ Oftec engineer
2. Full service history, as above
3. Probes on gas burners (not warranty items) to be replaced every 12months
4. Nozzles and filters to be replaced every service (not warranty items)
5. Exclusions: flooding, electricity spike, outside influence and damage by a third party

All products must be complete when returning: if any coils are missing off the pumps we will not be accepting/crediting these items. Burners must also be complete, with no missing parts. If any parts are missing we will not be crediting these.

If you wish to return items which are now surplus to requirements you will be charged 25% re-stocking fee. Please note we will only accept these returns for 30days from the dispatch date.

All returns must be authorised before being sent back – failure to have authorisation will result with no credit.