

## Your confirmation of 5 year labour and parts cover from Vokèra

<b>Address</b>	<b>38 Junction Street Oldbury West Midlands B69 3HD United Kingdom</b>
<b>Model</b>	<b>Easi-Heat Plus, 25C</b>
<b>Serial Number</b>	<b>20116906O1353514</b>
<b>Installed</b>	<b>08/06/2020</b>
<b>Extracare cover end</b>	<b>08/06/2025</b>

### WHAT IS PROTECTED:

The cost of repair following a mechanical or electrical fault to parts fitted within the boiler casing which stop equipment working properly.

**Please ensure** That you have carried out the simple checks detailed in the User's Instructions before requesting a service engineer to call as a charge may be applied for a service visit if the failure is due to a non manufacturing fault or poor maintenance of the appliance.

To qualify for the full five years of the warranty the boiler must be serviced annually from year one by a Gas Safe Registered Engineer. Should this condition not be met the period of warranty will extend to only 12 months from installation and not five years.

### WHAT IS NOT PROTECTED OR INCLUDED:

Regular maintenance or servicing - **Available from Vokèra Ltd.** This must be carried out annually by a Gas Safe Registered engineer.

Accidental damage, theft, attempted theft, malicious damage or damage caused by fire or explosion.

Damage caused by floods, lightening, storms, frost or other bad weather conditions.

The cost of replacing any item or accessory that is intended to be replaceable. These include external fuses and filters.

Any part not shown in 'What is Protected' above, for example energy management systems or immersion heaters, control valves and external time clocks.

Clearing airlocks and partially or fully blocked pipes or work caused by equipment which is not installed correctly.

Claims arising from any problem with the supply of electricity, gas or water.

Loss or damage caused by the boiler not working.

Cosmetic damage.

Costs arising from difficulties getting to the boiler. Including: pipework under floor boards or pipework contained in the fabric of the building.

Any water pressure adjustments on sealed systems. Claims arising from scale damage.

Fuel lines to the boiler and the flue systems from the boiler.

Fused spur, cables or plugs.

Hot water cylinders/unvented pressurised cylinders.

Any repairs not performed by our authorised engineer.

**Any boiler faults should be reported directly to Vokèra Ltd: 01274 866100**

### HOW TO CONTACT US:

Call our Customer Care Department on **01274 866100** or email **service@vokera.co.uk**