

Warranty Scheme

HT-S



Warranty Scheme

HT-S comes with a 1 year Warranty from date of purchase and Midtherm also offer a 20 year extended Warranty Scheme for registered installations purchased from an authorised Midtherm Stoves Stockist.

Extended Warranty Scheme

For the Extended 20 Year Warranty to be valid please register your HT-S flue onto the Warranty Scheme by completing the online form as instructed below. The unique Warranty ID should be kept safe and referenced in any future correspondence.

You should register your Midtherm HT-S within 28 days of installation.

Warranty Registration

- Scan the QR code on the right with your phone camera, or visit: <https://midthermflue.co.uk>
- Fill out the online form carefully and submit it to us
- Keep note of your unique warranty ID from the registration receipt email
- Note: any incorrectly submitted information may void the warranty



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Conditions

1. Midtherm Flue Systems Ltd offer a 20 year warranty scheme for the HT-S Class 1 chimney system against defects due to faulty manufacture or defective materials when used for its intended purpose subject to the conditions listed below.

1.1. The warranty scheme online form has been completed within 28 days from the date of installation. The customer will receive acknowledgement of receipt by email, and this acknowledgement number should be mentioned in any further correspondence.

1.2. HT-S has been correctly installed as detailed in: -

- a) The current installation manual,
- b) Relevant Building Regulations,
- c) Any other document or British Standard that may be relevant from time to time.

1.3. After installation the system must have been regularly checked, cleaned and maintained as detailed in the current Midtherm Installation & Maintenance instructions, to avoid a build up of soot which could cause a chimney fire, or collection of condensation which could result in premature and excessive corrosion.

1.4. Should any complaint be found to have been caused by faulty installation poor or insufficient maintenance, incorrect operation, or any abuse contrary to these conditions, then the cost of site inspection shall be chargeable.

1.5. The product is suitable for use on the appliance.

1.6. The appliance is installed operated and maintained in accordance with the appliance manufacturer instructions.

1.7. All complaints should be initially reported to and investigated by the installer. Should a fault be suspected, then the installer will notify Midtherm Flue Systems Limited in writing, within 14 days of discovery of the fault, together with copies of the supply invoice, the acknowledgment of registration, and records of proper sweeping and inspection as recommended in the installation and maintenance manual and by a competent chimney sweep.

2. Should the above conditions be met, and if after inspection of the site and the product, and completion of tests, the product is, in the opinion of Midtherm Flue Systems Limited, unsatisfactory due to faulty workmanship, or defective material, then the company will provide a replacement subject to the following terms:-

2.1 For claims made within the first four years from date of installation, and subsequently agreed, subject to the requirements herein being satisfactory met a replacement will be provided and delivered, free of charge, to the place of installation.

2.2 For claims made after the first four years from date of installation, and subsequently agreed, subject to the requirements herein being satisfactory met a replacement will be provided, and charged for on a scale which makes an allowance for wear and tear. The goods will be supplied at a price equivalent to the current nett price, discounted on the following reducing scale, based on the number of years the system has been in service:-

Up to 5 Years	100% off
6 - 10 Years	50% off
11 - 20 Years	20% off

Conditions continued...

2.3 This warranty provides only for the supply of a system and does not cover the cost of builder's work, removal, re-installation, fixing, insulation or any other incidental, consequential or other costs whatsoever. All of which are to be the responsibility of the customer and it is on this basis that the system is offered for sale and the warranty offered.

2.4 Reasonable efforts will be made to provide a replacement system to the same specification as originally used, but Midtherm reserve the right to provide the nearest equivalent type and size.

2.5 Cash refunds or payments will not be made in lieu of providing replacement lengths for agreed claims.

Caution

All 316 stainless steel products, although having a very high corrosion resistance, are at risk when exposed to relatively high sulphur content fuels, such as processed coal products (smokeless fuels), particularly if the appliance can be left burning all night. When the appliance is under-fired, the flue gas temperature is low, and excessive condensation can result. This level of condensation and high sulphur content fuel can cause even 316 stainless steel products to corrode. Your Hetas registered installer will advise on which products to avoid.

Statutory Rights

This warranty scheme does not affect the statutory rights of the buyer.

Exclusions

This warranty only applies to installations made in England, Scotland, Wales, Northern Ireland and Republic of Ireland, and it is a condition of this warranty that the customer has paid for the installation in full, at time of application.

Specifically excluded from this warranty is any product installed for use where harmful chemical fumes, such as chlorine or halogenic vapours are present.

This warranty is not transferable.

How to claim

All complaints should be immediately reported to and investigated by the Midtherm stockist. Should a fault be suspected, the stockist will notify Midtherm in writing within 14 days of discovering the fault.

For any claim either under the standard 1 year warranty or the extended 20 year warranty scheme the following records should be kept and provided to Midtherm as part of the claim process: -

- Unique Warranty ID number (for claims under the extended warranty)
- Proof of purchase
- Installation invoice and Certificate of Compliance (for stove and chimney)
- Inspection and service/sweeping invoices/certificates (for stove and chimney)