

Flexible liner domestic only warranty information

We are confident that our products (Expoflex 316 & Extraflex 904 – both known separately as our “Product and collectively as our “Products) will provide many years of reliable service providing that you comply in full your responsibilities below. When applied, installed, used and maintained correctly, we guarantee that our Products will be free from defects (corrosion) for whichever is greater:

- A period equal to the guarantee period of the appliance to which the liner is first connected:
Or
- 20 years on Expoflex and 30 years Extraflex

For our warranty to apply, the following warranty conditions must be followed:

1. A1 Flue System’s obligations under the terms of this warranty are limited to the supply of replacement Products for any failures due to any manufacturing defects relating to the Products only and our warranty specifically excludes liability in respect of the cost of any labour and -/ or any other incidental or consequential losses caused by or arising from defective goods.
2. Products must be installed by a HETAS qualified installer and/or signed off by a building control officer in accordance with both the A1 Flue Systems installation instructions and with Approved Document J of the Building Regulations.
3. Chimneys located on external walls, or large chimney voids and tall chimney stacks must be insulated to avoid the risk of condensation and corrosion during the installation.
4. A Notice Place must be installed on the date of installation stating the size and make of the liner, the name and address of the installer, the date of the installation and if the chimney is insulated or ventilated.
5. Only high quality solid fuels as recommended by HETAS should be used in the appliance that the liner is connected to and receipts must be kept and made available in the event of a warranty claim.
6. The moisture content of the fuel referred to at point 5 above should be no greater than 15%.
7. The chimney liner must be maintained twice a year by a competent professional chimney sweep with APICS, GMCS or HETAS accreditations and certificates evidencing the same must be kept and made available in the event of a warranty claim.
8. A1 Flue Systems specifically exclude claims arising from slumbering.
9. Evidence of a chimney fire will invalidate this warranty.
10. You must register your product at www.a1flues.co.uk within 30 days of purchase and provide us with any evidence requested by us to prove that our Products have been fitted in accordance with clauses 2 & 4 of the warranty conditions set out above.

Making a warranty claim:

1. The home owner must in the first instance contact the installer or the company that fitted our Products and thereafter the procedure will be as follows: you will be asked to provide proof that you have complied in full with the warranty conditions stated above (for example, by providing cleaning records) only then A1 Flue Systems will attend to the installation accompanied with the installer to carry out further investigation.
2. In all cases, A1 Flue Systems reserves the right to inspect the Products in situ before agreeing to replace any Products under the terms of this warranty.
3. The inspection must be carried out by A1 Flue Systems who must be accompanied by the HETAS installer/building control officer whom completed the installation/certificate.
4. Evidence such as all maintenance certificates and fuel receipts must be provided prior to the inspection taking place. The appliance manual and Notice Plate must also be assessable.
5. Should A1 Flue Systems (acting reasonably) find that the conditions of this warranty have been abided by, a free of charge liner will be issued as a replacement for any defective Product. Please note that no cash or any other payment types or remedies will be offered as an alternative to a replacement liner. A1 Flue System's liability under this warranty will, so far as the law permits, be strictly limited to it supplying the claimant with a replacement liner as set out above.
6. If, in A1 Flue System's reasonable opinion, the reason for failure of a Product is anything other than a Manufacturing defect, then A1 Flue System's reserve the right to charge the homeowner and installer for any costs. Losses and /damages arising from this claim including but not limited to the cost of inspecting the Product.

Please complete and return your warranty registration via email: flexlinerwarranty@a1flues.co.uk

Installer Details	Warranty Registration for Expo/Extra Flex
*Original Invoice Number:	
*Name:	
Address:	
Town/City:	
*Postcode	
Tel Number/Email:	

Installation Details	Warranty Registration for Expo/Extra Flex
*Name:	
Address:	
Town/City:	
*Postcode	
*Date of Installation:	
316	
904	
Metres:	
*Swept at least once a year:	Yes / No
*Use of approved fuels only:	Yes / No
*Wood burnt has less than 20% Moisture:	Yes / No
*Please note that failure to complete all sections of this warranty will invalidate your claim.	
*I have read and agree with the terms and conditions of the warranty	