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Warranty Overview by Product

Thank you for purchasing a Viessmann product. Viessmann products are renowned internationally for their high quality, high efficiency and long durability.

We use our best endeavours to ensure that our products are manufactured without any manufacturing or material defects. Our standard terms and conditions guarantee that we will fix or replace any manufacturing or material defects free of charge within a period of 2 years from the date of delivery.

Additions to Viessmann standard warranty

Vitodens 200-W (≤ 150 kW) combi/system and Vitodens 222-F DHW Storage
The standard warranty is 3 years for Vitodens 200-W ≤ 35 kW and 2 years for Vitodens 200-W 49-150 kW, from the date of installation, increased to 5 years if the installer is registered as trained by Viessmann at the time of installation and the boiler is registered on the Viessmann Installer Portal (≤ 60 kW). During this period the warranty covers your boiler against manufacturing/material defects for both parts and labour. Accessories, such as controllers and programmers are covered by standard terms and conditions. Applies to boilers installed after July 2017.

Vitodens 100-W combi/system/open vent (compact) & Vitodens 111-W:
The standard warranty is 5 years from the date of installation, with an option to increase to 10 years (chargeable) if the boiler is registered via the Viessmann Installer Portal. During this period the warranty covers your boiler against manufacturing/material defects for both parts and labour. Accessories, such as controllers and programmers, are covered by standard terms and conditions. Applies to Compact open vent boilers installed after June 2008 and combi/system boilers installed after February 2011.

Vitodens 050-W combi
The standard warranty is 3 years from the date of installation with an additional 4 years if the installer is registered as trained by Viessmann at the time of installation and the boiler is registered on the Viessmann Installer Portal. During this period the warranty covers your boiler against manufacturing/ material defects for both parts and labour. Accessories, such as controllers and programmers are covered by standard terms and conditions. Applies to boilers installed after August 2016.

Registered Office: Hortonwood 30, Telford, Shropshire TF1 7YP
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Vitosol 100-FM, 200-FM, 200-TM & 300-TM:
Specifically the warranty for the solar collectors only is 5 years from the date of delivery. During this period the warranty covers your solar collector against manufacturing/material defects for both parts and labour. All other components are covered by standard terms and conditions. Applies to collectors installed after January 2009.

Vitovolt 200 PV module:
MCS certificate number: MCS BBA 0007/4 The warranty is in-line with the manufacturers warranty and is defined in two categories. Performance warranty:
The limited peak power warranty is defined in the manufacturers warranty certificate.
Manufacturer's output warranty in accordance with warranty certificate:

■ 5 years: 95 %
■ 12 years: 90 %
■ 15 years: 85 %
■ 25 years: 80 %

Product Warranty:
Specifically the warranty for the solar modules (type listed above) , factory assembled DC connectors and cables only, is 10 years from the date of delivery. During this period the warranty covers your solar modules against manufacturing/material defects for both parts and labour. All other components are covered by standard terms and conditions. Applies to modules delivered after September 2011.
If solar modules fail to conform to this warranty, Viessmann will, at its discretion either repair or replace the product, or refund the then current market price of the solar modules. The repair, replacement or refund remedy shall be the sole and exclusive remedy provided under the warranty and shall not extend beyond the period of the warranty.

SMA inverter:
We recommend the use of SMA inverters with our solar modules. The inverter types covered by the warranty are listed in our price list. For the above named products, you receive an SMA factory warranty valid for 5 years from the date of purchase. The SMA factory warranty covers any costs which you incur for repair or replacement parts during the warranty period, subject to the conditions listed below. This is not associated with a durability warranty.
You have the possibility of purchasing an extension of this SMA factory warranty within the 5 year term, this does not apply to the PV Offset Box. The cost will be based on the respective SMA price list valid at the time the warranty extension is taken up.

Scope of SMA factory warranty:
The factory warranty does not cover damages that occur due to the following reasons:

- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations (VDE standards, etc.)
- Force majeure (e.g., lightning, overvoltage, storm, fire)

Neither does it cover cosmetic defects which do not influence the energy production.

Vitocell 200-V/B
The standard warranty for the stainless steel vessel is 2 years from the date of delivery, however, the warranty is voluntarily extended to 25 years for the stainless steel inner tank provided that certain conditions are met. During this period the warranty covers your stainless steel vessel against manufacturing/material defects for both parts and labour during the first 2 years and for parts only between 2 years and 25 years. All other components are covered by standard terms and conditions. Please contact Viessmann After Sales Service on 01952 675060 to confirm these conditions.

If a defect arises and a valid claim is received within the statutory warranty period, at its option and to the extent permitted by law, we shall either; i) repair the defect, or; ii) replace the product with a product that is identical or similar in function.

If a defect arises and a valid claim is received after the statutory warranty period has expired, but within the extended warranty period, we will supply a product that is identical or similar in function.

The Product is manufactured to suit most public water supplies. However, there are certain water chemistries (outlined below) that can have a detrimental effect on the Product and its life expectancy. If there are uncertainties regarding water quality, the local water supply authority can supply the necessary data. The warranty applies only if the conditions set out below are met in full:

The Product has been installed by a professional installer, in accordance with the instructions in the installation manual and all relevant Codes of Practice and Regulations in force at the time of installation. The Product has not been modified in any way, tampered with or subjected to misuse and no factory fitted parts have been removed for unauthorised repair or replacement. The Product has only been connected to a domestic mains water supply in compliance with the European Drinking Water Directive EN 98/83 EC, or latest version. The water should not be aggressive, i.e. the water chemistry shall comply with the following:

- Chloride < 250 mg / L Electric Conductivity (EC)
- @25°C < 750 uS / cm Saturation Index (LSI)
- @80°C > - 1,0 / < 0,8 pH level > 6,0 / < 9,5

The immersion heater has not been exposed to hardness levels exceeding 5°dH (180 ppm $CaCO_3$). A water softener is recommended in such cases. Any disinfection has been carried out without affecting the Product in any way whatsoever. The Product shall be isolated from any system chlorination. The Product has been in regular use from the date of installation. If the Product is not intended to be used for 60 days or more, it must be drained.

he immersion heater element must be removed for inspection on service after 5 years. The threads must be checked for corrosion. If signs of corrosion are evident, the element must be replaced. Subsequently the element must be removed and examined every 3 years. Failure to do so in areas of aggressive water may result in the element separating from the cylinder with consequential escape of water.

Service and/or repair shall be done according to the installation manual and all relevant codes of practice. The Service record / Benchmark logbook has been completed and updated after each annual service. Invoices should be kept as proof of service.

The Commissioning Checklist / Benchmark certificate has been completed at the time of installation. Any third-party costs associated with any claim has been authorised in advance by Viessmann in writing. The purchase invoice and/or installation invoice, a water sample as well as the defective product is made available to Viessmann upon request.

General Terms and Conditions

- Viessmann product owners must ensure that the appropriate warranty registration is completed and their product is serviced annually to qualify for the 2nd (or 3rd, 4th etc) year of warranty, where required.
- the product must be serviced either by a Viessmann trained installer or another competent servicing company (i.e. Gas Safe registered) within one year (and each following year) of the installation date and the details recorded in the 'Benchmark' or Viessmann service logbook (this should have been completed by your installer when your product was installed), where required.
- the cost of the annual service is not included in the warranty.
- to qualify for your warranty your installer may be able to register your product warranty on www.viessmanninstallerportal.co.uk, our website www.viessmann.co.uk or complete and return the guarantee card found in the product pack within 30 days of the product being installed, where required.
- the warranty does not cover issues related to installation and it may be necessary to charge a call out fee for service visits booked directly as a result of incorrect installation.
- Viessmann will not reimburse any unauthorised third party costs incurred for repairs carried out while the product is under warranty. If in doubt please contact Viessmann After Sales Service.
- In the event of a warranty callout, it is the responsibility of the customer/installer to provide safe working access to the product (this includes ladders, scaffolding, harnesses, etc).

Should your product develop a fault during its warranty period please contact your original installer, or alternatively Viessmann After Sales Service on 01952 675060.