

Multi Fuel Chimney Liner Warranty

Our multi fuel chimney liner is manufactured in the United Kingdom under a quality management system accredited to ISO 9001:2008. It is also approved to the latest European Standard EN1856-2 and CE approved ensuring it meets EU safety, health and environmental requirements.

When applied, installed, used and maintained correctly, our multi fuel chimney liner will provide many years of reliable service.

- 316L grade stainless steel flexible flue liners have a 10 YEAR conditional warranty.
- 904L grade stainless steel flexible flue liners have a 20 YEAR conditional warranty.

Warranty Conditions:

1. The manufacturers obligations under the terms of this warranty are to supply replacement product for failures due to manufacturing defects only. It specifically does not cover labour costs, or any other incidental or consequential losses.
2. Labour costs, or any other incidental or consequential losses are not covered.
3. The complete installation must have been designed and installed in accordance with Approved Document J of the Building Regulations and any Local or National Building Regulations.
4. The liner must have been installed in accordance with our installation instructions.
5. The installation must have been carried out by a registered member of a Competent Persons Scheme such as HETAS or NAPIT, or alternatively have been approved and signed off by Local Authority Building Control.
6. A Notice Plate must be visible stating the date of installation, the name and address of the installer and the type, size and make of the liner.
7. The liner must not have been modified or changed in any way.
8. Fuel:
 - 8.1. This multi fuel chimney liner is suitable for use with oil, gas, wood and approved mineral solid fuels.
 - 8.2. Only high quality solid fuels as recommended by HETAS or SFA should have been used.
 - 8.3. In the case of wood, hardwoods are recommended in preference to softwoods and the moisture content should be no greater than 20%.
 - 8.4. 316L grade stainless steel flue liner is suitable for continuous use with oil, gas & wood. It is also suitable for occasional use with mineral fuels, but this must be limited to 20% of the total fuel burnt. It is not suitable for long term or continuous use with mineral fuels such as smokeless fuels or bituminous coal.
 - 8.5. 904L grade stainless steel flue liner is suitable for continuous use with oil, gas & wood. It is also suitable for occasional use with mineral fuels, but this must be limited to 20% of the total fuel burnt. It is also suitable for long term or continuous use of mineral fuels such as smokeless fuels or bituminous coal, but the liner warranty is limited to 10 years. When smokeless fuels or bituminous coal is used on central heating boilers, the liner warranty is limited to 5 years. For gas condensing boilers the liner warranty is limited to 10 years.
 - 8.6. Waste must not be burnt; this includes but is not limited to pallet wood, treated or painted wood and plastics.
9. The appliance that the liner is serving must not be located where there is risk of chemical contamination.
10. Long periods of slumbering will greatly reduce the life expectancy of the liner and will invalidate the warranty.

11. Chimneys located on external walls, or large chimney voids and tall chimney stacks must have been insulated to avoid the risk of condensation and corrosion.
12. Evidence of a chimney fire will invalidate this warranty.
13. When burning smokeless fuels the liner must be swept at least once a year by a competent professional chimney sweep (such as APICS, GMCS, or HETAS approved sweep) and certificates must be kept and made available in the event of a warranty claim. When burning wood or bituminous coal, the liner should be swept at least twice a year.
14. The use of proprietary cleaning compounds are not recommended and will invalidate the warranty.
15. To validate the warranty, the installer must register the installation. A warranty card will be provided with all purchases. A warranty registration number will be sent by way of receipt, this should be kept in a safe place as it will be required in the event of making a warranty claim.
16. Making a warranty claim:
 - 16.1. The householder/user should make any warranty claim against the installer or the company or individual they purchased the product from.
 - 16.2. The manufacturer will only consider warranty claims from those individuals or companies that purchased the goods directly.
 - 16.3. Claims should be made quoting the warranty registration number, date of installation, type and diameter of product, appliance, fuel used and details of the fault or warranty claim.
 - 16.4. In all cases, the manufacturer reserves the right to inspect the product in situ before agreeing to replace any product under the terms of this warranty.
 - 16.5. If the reason for failure is anything other than a manufacturing defect, then the manufacturer reserves the right to charge the individual or company that made the warranty claim, for any costs associated with the inspection of liner.
17. Nothing in this warranty affects the consumer's statutory rights under the Sale of Goods Act 1979.