

WARRANTY PROCEDURE

VALOR (GDC)

Product/s Covered: Inset Gas Fires, Gas Stoves

Period of cover: 2 years* from date of purchase (1 year statutory parts & labour, year 2 - parts only)

Note: The fault requires to be reported within 7-14 days by completing the service request form, the form would need to be completed by the end user, please visit www.valor.co.uk/customer_support/warranty/Warranty.html for details

Make and Model of Appliance

Serial Number – (Data Badge must be present)

Where the fire was Purchased from

Installation Date

Engineers Details, Gas Safe Number & Mobile

Customer details

Name, Address & Contact number/Email

Brief narrative of fault (Has the installer been back within the first 6 months if so what did he do)

Installation details – How it is flued

Has a restrictor plate been fitted

Supply Pressuer

Burner Pressure

Contact Information:

Tel: 0344 879 3588

Email: keycust@gdcgroup.co.uk

NUFLAME

Product/s Covered: All NG models with the exception of NG2

Period of cover: 1 year* from date of purchase

Note: All Nuflame models are required to be tested and returned for inspection purposes. Percy Doughty would only send a new burner if it was deemed faulty. The customer must directly liaise with Nuflame in the first instance.

Contact Information:

Arron Sheppard

Tel: 0800 497 0666

PERCY DOUGHTY TERMS:

1. The end user must confirm the fault by an independent engineer
2. Percy Doughty would not be liable for any third party costs
3. All faults found would need to be confirmed by Nuflame
4. Percy Doughty would send a replacement part FOC once confirmed by Nuflame
5. The end user would be required to contact an independent engineer to fit the replacement at their own cost