



TRIANCO

Please return to:
TR Engineering Limited
Thornccliffe
Chapeltown
Sheffield
S35 2PH

TR Engineering 3 Year Guarantee Terms & Conditions

1. TR Engineering guarantee is detailed below:
 - a) The boiler for a period of 36 calendar months from the date of installation if installation is within 6 months of date of purchase, otherwise the guarantee will commence 6 months from date of purchase.
2. Any part replaced during the guarantee will benefit from a period of guarantee no longer than the remaining period of the guarantee originally offered with the appliance when first manufactured.
3. During the period of the guarantee any components contained in the above which prove to be defective due to faulty materials or workmanship will be repaired or replaced by TR Engineering provided that:
 - a) The appliance is available for service during normal working hours Monday to Friday (no weekend work or bank holidays accepted). The repair of the appliance or components will be carried out at the place most suitable and convenient to TR Engineering.
 - b) Any product or part thereof returned to TR Engineering for repair under the guarantee be accompanied by an authorised returns note stating the boiler model, serial number, date of installation and the name and address of the installer and householder.
 - c) The boiler must be installed in accordance with the installation instructions and Code of Good Practice. Person(s) who install this appliance, services or carries out any remedial work, i.e. electrical fault finding must have suitable engineering qualifications.
 - d) TR Engineering will not accept responsibility for damage caused by faulty installation, neglect, misuse or accidental damage, or the non-observance of the instructions contained in either the installation or operating instructions or by tampering or repairing by unqualified persons or failure to commission the boiler after installation.
 - e) The guarantee does not extend to any defect arising to lime scale build up within any area of the boiler or any faults in the installation not attributed to TR Engineering.
 - f) That the appliance has been used for only the normal domestic purposes for which it was designed.
 - g) That this guarantee applies only to equipment purchased and used in the United Kingdom.
 - h) Unauthorised invoices for call out or repair work carried out during the guarantee period by any third party will not be accepted by TR Engineering.
 - i) This guarantee does not extend to the repair or replacement of any component or associated labour charges resulting from lack of water or electrical

This guarantee does not confer any rights other than those expressly set out above and does not cover any claims for consequential loss or damage. This guarantee is offered as an extra benefit and does not affect your statutory rights as a consumer.

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3 year Guarantee

Now available to register online: visit www.trianco.co.uk/homeowners

3 Year Guarantee

Although your Trianco Aztec boiler is produced to the highest standards, even the most reliable products can fail due to everyday use - which is why we provide a 3-year product guarantee.

To support this is a nation-wide network of service engineers who are available to attend any breakdown or fault occurring within this guarantee period, so please retain your boiler receipt and proof of installation date. No charge will be made for this service providing - an appliance fault is found and the relevant parts are still covered by guarantee. The appliance must be made available for under guarantee work during normal working hours.

A call out charge will be applicable if our field service engineer finds no fault with the boiler, that the fault is due to misuse, or if other parts of your heating system other than the boiler are faulty.

Please note that unauthorised invoices for call out or repair work carried out during the guarantee period by any third party will not be accepted.

The boiler must be installed in accordance with the installation instructions and Code of Good Practice. Person(s) who install this appliance, services or carries out any remedial work must be a competent person/suitably qualified.

In the unlikely event of an appliance breakdown or fault during the guarantee period, please contact the Customer Service Department at TR Engineering on

Tel: 0114 257 2300 Fax: 0114 257 1419 Email: info@trianco.co.uk

Please have the following information available when you call:
Serial number of boiler, model/type and proof of purchase, plus details of fault.
Please note that when our service engineer visits he will require confirmation of the installation date, so please retain your receipt.

Further details regarding this guarantee are on the reverse of this leaflet.

Date of Purchase

OWNERS RECORD - to be completed by installer	
Model: _____	Boiler Serial No: _____
Central Heating Installer Details	Electrical Engineer Details
Name _____	Name _____
Company _____	Company _____
Address _____	Address _____
_____	_____
Postcode _____	Postcode _____
Commission Date: _____	Commission Date: _____
Water Circuit: _____	_____
Signature _____	Signature _____

Dear Customer,

Thank you and congratulations on the purchase of your new Trianco Aztec electric boiler.

TR Engineering's high standards of manufacture, combined with our high quality materials, ensure that it will give you many years of trouble free use.

Our confidence is backed by a commitment to guarantee the components within your boiler for 3 years.

To register your guarantee, please ensure that the relevant sections of the guarantee form are fully completed and returned along with a copy of proof of purchase to TR Engineering within 30 days of the installation of your boiler otherwise your warranty may not be valid.

In the unlikely event of any problems occurring with your Trianco Aztec electric boiler, subject to our standard terms and conditions we will repair or replace any part which is defective as a result of a manufacturing or material fault.

Once again thank you for choosing a Trianco Aztec Electric boiler.

To be completed by installer and returned within 30 days to register for 3 year guarantee.

Model: _____ Boiler Serial No: _____
Installation Date: _____

CUSTOMER DETAILS

Surname: _____ Forename: _____
Address: _____
_____ Postcode: _____
Tel (incl STD Code): _____ Signature of Customer: _____

CENTRAL HEATING INSTALLER DETAILS

Name: _____ Company Name: _____
Address: _____
_____ Postcode: _____
Tel (incl STD Code): _____ Date of commissioning: _____
Signature: _____ Oftec/Corgi/IOP Reg No: _____

ELECTRICAL COMMISSIONING ENGINEER

Name: _____ Company Name: _____
Address: _____
_____ Postcode: _____
_____ Water Circuit: _____
Tel (inc STD Code): _____ Date of Commission: _____
Signature: _____ Power Supply Details: _____
_____ IEE Registration No: _____

CUSTOMER QUESTIONNAIRE

Is your Trianco purchase: New Replacement

If replacement please give details of your old model _____

Do you own another Trianco product? Yes No

If yes, please give details _____

How did you purchase your Trianco product?
Through installer Direct from merchant (Please state) _____

Other means (Please state) _____

Have you considered purchasing any other heating product? Please give details: _____

How was your overall purchase experience (Scale 1-5) 1 = excellent, 5 = disappointing _____

Did you receive your product within a suitable timescale? Yes No

What made you choose your Trianco product: Recommended Previous experience

Cost Quality Other _____

Thank you for taking the time to complete this questionnaire