

*Since*  1952

 **PERCYDOUGHTY**

*Supplying Luxury Fires & Fireplaces*

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**WARRANTY PROCEDURE**

## PERCY DOUGHTY

Product/s Covered: All Percy Doughty manufactured gas appliances

Period of cover: 6 years\* from date of purchase (1-year statutory parts & labour, year 2 - 6 parts only)

Note: The fault requires to be reported within 7-14 days by completing the Gas Warranty data collection form, the form would need to be completed by the end user, please visit [www.percydoughty.com/warranty](http://www.percydoughty.com/warranty)

- 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 they do)
- Installation details – How it is flued?
- Has a restrictor plate been fitted?
- Supply Pressure
- Burner Pressure & Gas rate

Contact Information: Tel: 01204 868 550 Email: [technical@percydoughty.com](mailto:technical@percydoughty.com)

## 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](http://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 they do)
- Installation details – How it is flued?
- Has a restrictor plate been fitted?
- Supply Pressure
- Burner Pressure & Gas rate

Contact Information: Tel: 0344 879 3588 Email: [ISM.Support@gdcgroup.co.uk](mailto:ISM.Support@gdcgroup.co.uk)

## **NUFLAME**

Product/s Covered: All NG models except for NG2

Period of cover: 1 year\* from date of purchase

Note: All Nuflame models are required to be tested and returned for inspection purposes. If an engine is deemed faulty by Nuflame, Percy Doughty would only send a new burner if written consent is received from Nuflame. 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 Gas Safe engineer to fit the replacement at their own cost

## **BFM BRITISH FIRE MANUFACTURER**

Product/s Covered: NG2, Efficiency plus & Flavel

Period of cover: 12 Months from date of purchase

Note: The end user must register the appliance by sending the warranty card supplied when the fire was installed by the engineer. Please visit <http://www.bfm-europe.com/guaranteeregistration> for details.

Contact Information: Tel: 01782 339008

Terms of Warranty: Important: All warranty service requests must be made via this telephone number. BFM will not process any service requests by email.

1. The appliance must be serviced annually and the oxy- pilot assembly must be changed.
2. The service must be carried out by a Gas Safe registered engineer deemed competent.
3. If you keep up your annual service schedule and can demonstrate that the appliance has been serviced correctly in accordance with the Flavel Guarantee, by producing the relevant documentation then your appliance will continue to be covered under the warranty for a period of 7 years. The end user will be asked to provide the following information below to help speed up the enquiry and for a swift resolution:

- Fire Make and Model
- Fire serial number
- Date of the installation
- The address where the appliance is installed with post code
- A contact name and number

BFM Service Call Centre Opening Times: Monday to Thursday 08:45 - 17:00 Friday 08:45 - 16:00 Saturday & Sunday Closed

\*Terms and conditions apply. See [www.percydoughty.com/warranty](http://www.percydoughty.com/warranty) for details.

\*\* Extended warranty please see **WARRANTY EXCLUSIONS AND LIMITATION** in the terms and conditions.