

Ferrolli Modena HE boiler New Warranty Options

We've introduced a new warranty procedure for the Modena HE range of boilers – here's a quick explanation of how it works.



1 Warranty lengths available

From 1st February 2016 you can supply your customer with a 5, 7 or 10 year warranty on the Modena HE boiler range. All Modena HE boilers come with a 5 year warranty as standard, which can be upgraded to a 7 or 10 year warranty.

Only a 5 year warranty can be upgraded. It is not possible to upgrade from 7 to 10 years.

2 New procedure for purchasing your stock of Modena HE boilers

All the Modena HE boilers you order will come with a standard 5 year warranty.

To offer your customers a 7 or 10 year warranty you will also need to order a **Warranty Upgrade Pack**. For example, if you want to sell two Modena HE boilers with 10 year warranties you will need to order 2 x Modena HE boilers and 2 x 10 year warranty upgrade packs.

It's important to keep these packs in stock because they **must be purchased along with the boiler**. Warranty upgrades must be registered at the same time as the Gas Safe notification of the boiler is made – it is not possible to add a warranty upgrade at a later date.

If you don't have any left in stock and your customer wants to take delivery of the boiler, it is very important that you advise him not to register the boiler until he has received the warranty upgrade pack from you.

Installers can only buy warranty packs from merchants; they cannot buy them directly from Ferrolli.

Please note: the price of the warranty upgrades is net and not subject to terms.

3 How does the warranty upgrade pack work?

Each warranty pack has a unique code printed on an insert inside the wallet. This represents either a 7 or 10 year warranty length.

To register a 7 or 10 year warranty the installer needs to join Ferrolli's loyalty club Installersmate www.installersmate.co.uk.

On Installersmate they are able to make a free Gas Safe notification of the installation of the boiler and then register the warranty using the unique code.

Standard 5 year warranties can be registered via Installersmate and also via Domestic & General or by phone as normal.

4 If you still have Modena HE boilers in stock

If you have 5 year warranty boilers already in stock you can order 7 or 10 year upgrade packs to sell with these boilers.

If you have 7 year warranty boilers in stock it is still possible for these to be sold and registered in the old way.

If you have any questions please get in touch, we are always pleased to hear from you and happy to help.