

The Woodford Collection

STOVE WARRANTY FORM

Customer Name:	
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Date:	
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ALL FIELDS ABOVE THE LINE MUST BE COMPLETED BEFORE A WARRANTY CASE IS CREATED. IF ANY BOXES ARE LEFT BLANK THIS WILL RESULT IN THE FORM BEING SENT BACK TO BE COMPLETED WHICH CAN DELAY THE PROCESS OF WARRANTY CLAIM.

Information in the boxes below the line may be required dependant on the issue that has been raised

****This form must be accompanied by the Certificate of Compliance issued at the time of installation.****

The guarantee is conditional upon the appliance and water system (if boiler stove) being serviced and checked annually by a qualified heating engineer, with documentation to be retained and produced in the event of a claim being made.

Contact supplier regarding a problem (ensure you have the following details to hand)

Nature of complaint (Please include pictures):	Address:

Stove Serial Number and Batch Code:	Manual Version:
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Date of Purchase:	Contact Number:
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Please contact the installer regarding any information you cannot find

Date Of Install:	Chimney Height & Diameter:
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Installing Body:	Reg No.:
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Fuels Used (Inc. Moisture Content if Wood):	
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Flue Draught Reading Upon Install:	Extraction Fan In Same Room As Stove:
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Chimney Lined (Y/N):	Age of property:	Direct Air Used (Y/N):
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Adjacent Rooms:	Are These Open Plan?	Room size inc. adj. rooms if open plan (m3):
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If post 2008:	Cavity Filled Walls:	Size Of Permanent Air Vent (mm2):
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(Please tick)	Double Glazing:	
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	Solid Floor:	Void Spaces Filled	Y (With)	N
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Mail This Completed Form To: sales@flue-ducting.co.uk

When logged, you will be mailed back with the URN/CRM number to track the claims progress.

IMPORTANT NOTICE: If a call out by an engineer finds the root cause of the issue to be the installation rather than the appliance, we reserve the right to recharge the cost of the visit and remedial work required to correct the problem. By signing below you are accepting these terms. We will not attend the site unless we are in receipt of this signed form.

Signed:	Dated:
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