Terms and Conditions of warranty

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Midtherm Flue Systems Limited offer a 20 year warranty scheme for Midflex 316 and a 35 year warranty scheme for Midflex 904L, against defects due to faulty manufacture or defective materials when used for its intended purpose of providing a liner for flue gases in suitable chimneys serving domestic appliances, fired with solid fuels, (dry well seasoned wood or kiln dried wood or coal), or oil, natural gas or L.P.G.. Regarding fuels in all circumstances refer to the appliance manufacturers instructions. These warranty schemes are subject to the following conditions:-

1. *Registration*

The warranty scheme registration card has been completed and forwarded to Midtherm Flue Systems offices to arrive within 28 days from the date of installation. The customer will receive acknowledgement of receipt by return, and this acknowledgment number should be mentioned in any further correspondence.

2. *Installation*

- The liner has been correctly installed as detailed in the current installation manual by a qualified and competent person and in compliance with Building Regulations and industry installation standards.
- The chimney itself is properly constructed in suitable materials, suitable wall thickness, and be large enough to ensure the minimum clearance to the brick chimney is maintained.
- The minimum clearance to the brick chimney must be maintained via brackets where bends occur in the chimney.
- The chimney must also have been thoroughly cleaned of all soot deposits, and then checked with an internal camera to make sure that no combustible materials are present, and that the chimney is in good condition, water tight, and wind proof. Any faults found should be rectified before installing the liner.
- All gable end and exposed installations must be back filled or insulated with high density mineral wool such as Rockwool to improve the resistance to corrosion of the liner. Flue jackets can also be used for this purpose.
- The liner must have been installed in one complete length, without damage, or modification before, during or after the installation.
- All fittings, adaptors, connectors and ancillaries must be supplied as standard by Midtherm Flue Systems Limited.
- The product is suitable for use on the appliance.
- The appliance is installed, operated and maintained in accordance with these instructions and the appliance manufacturer's instructions.
- When carrying out smoke tests/spillage tests, consideration should be given to fans, draughts and combinations of the two which may affect the results of the test.

3. *Commissioning*

The appliance and flue liner must be commissioned as detailed in the current installation manual and in line with Building Regulations, current British Standards and industry standards and should include a smoke test.

4. *Handover of Information*

The homeowner should be advised on the suitable fuels / operation / cleaning and maintenance requirements by the installer and be specific to their installation. All user manuals shall be left with the homeowner.

5. *Fuels*

Coal, coke, anthracite, cured dry logs, cured dry peat, pellets, wood chip and all normal fuel oils, gas. HETAS approved fuels suitable for the liner and the appliance must be used - details can be obtained from HETAS. Smokeless fuels (processed coal products) can be used with Midflex 904L, not 316L. Solid fuels must be stored in a dry, covered environment and ventilated on all sides.

6. *Appliance Type*

Wood burning stove, Multifuel stove, Open fire, Gas fire, Gas boiler, Oil boiler, Cooker, Biomass Boiler, Pellet Stoves/Boiler, Non Condensing appliances, i.e. appliances designated D.

7. *Operation, Cleaning and Maintenance Instructions*

The homeowner should be shown how to correctly and safely: -

- Light the appliance
- Operate the appliance
- Clean the appliance and dispose of ash
- Achieve any specific ventilation requirements
- Re-fuel without spillage into the room
- Re-ventilate the room following a spillage to eliminate the dangers of smoke spillage
- And, also be shown how to check the Carbon Monoxide Alarm is working periodically and what to do in the event of the Carbon Monoxide alarm sounding.

Ventilation requirements - only suitably tested room sealed appliances can be used with whole-house mechanical ventilation systems.

Installers must ensure that the user knows how to use the appliance and room ventilation correctly.

Experience has shown that liners can last the full lifetime of the appliance when burning dry well seasoned wood with a bright hot flame with little tar and soot deposits building up.

The liner is manufactured from 316L grade stainless steel, is classified as being suitable for constant operation at temperatures up to 600 deg C and is classified as being soot fire resistant.

Relatively high sulphur content fuels, such as processed coal products (smokeless fuels), particularly if the appliance can be left burning all night, should not be used with Midflex 316L liner. Midflex 904L liner has even better corrosion resistance than 316L and should be used for such applications. If the wrong fuels are used particularly in slumbering conditions this will drastically reduce the life of the liner and void the warranty.

The appliance manufacturer operating instructions should be referred to for operation of the appliance.

1. An increase in fuel consumption, smoke in the building, evidence of sooting, difficulty in lighting, and staining around the appliance casing generally indicates a problem either with the appliance or that a blockage in the system may have occurred.
2. Do not use chemical cleaners on the flue.
3. Do not block or obstruct flue outlets or chimneys.
4. Do not cover appliance.
5. Running appliances on constant low heat produces an increased level of condensation and may shorten the life of the product.
6. Burning low grade fuels with high sulphur content can shorten the life of the product.
7. Any personnel installing or carrying out work or maintenance on appliances and flue must be suitably qualified and competent to do so.
8. After installation the chimney should be inspected to determine the frequency of sweeping required.
9. **In the event of a chimney fire the liner may suffer structural damage. Therefore the liner must be replaced before the appliance is lit again. As part of that installation as with all installations, a thorough inspection of the condition of the chimney must be carried out.**
10. Ensure that the appliance is running as efficiently as possible and as directed by the manufacturer's instructions.
11. Empty ash from solid fuel appliances regularly, and ensure that the appliance is maintained in accordance with its manufacturer's instructions.

8. After Care

After installation the chimney liner and all flue ways must have been regularly checked, cleaned and maintained as detailed as below, to avoid build-up of soot which could cause a chimney fire, or collection of condensation which could result in premature and excessive corrosion. If soot/tar is allowed to build up, a blockage or soot fire may result.

Ensure the relevant inspections and chimney sweeping routines below are carried out by competent personnel and keep the certificates / invoices provided by the qualified and competent persons as proof of their completion. Any rectification work detailed in reports should be carried out promptly and signed off by the installer and records kept.

Competence of installers

Installers should be qualified to the appropriate level for the type of installation in accordance with requirements of the relevant authorities as detailed below: -

Fuel	*Relevant Authority / required qualifications*
Solid Fuels	*HETAS*
Oil	*OFTEC*
Gas	*GAS SAFE*

Competence of chimney sweeps

Qualified chimney sweeps / members of NACS (National Association of Chimney Sweeps) should be employed to carry out correct and thorough cleaning and inspection.

Inspections and Chimney Sweeping

- The chimney should be checked and swept at least once per year as a minimum, and more frequently if advised to do so by the installer, or if operating conditions change. This should be done by a competent chimney sweep.
- The correct brush size and type must be used for each system and other suitable equipment will be required to ensure that the liner is not damaged through the cleaning process.
- Mild steel brushes or brushes that may otherwise be contaminated must not be used.
- Mechanical aids are only permitted provided that a protection sleeve is fitted as part of the installation or another method of protecting the top end of the liner is employed.
- Inspections should be carried out on the installation as detailed in the current installation instructions, building regulations and industry standards.

9. Records

The following records should be kept in a safe place with this document and would be required should a claim under warranty be made: -

- Warranty registration card
- Installation invoice
- Inspection and chimney sweeping invoices / certificates

10. Complaints

All complaints should be immediately reported to and investigated by the installer initially. Should a fault in the liner be suspected then the installer will notify Midtherm Flue Systems Limited in writing, within 14 days of discovering the fault, together with copies of the supply invoice, the acknowledgement of registration, and certification or invoices of proper sweeping and inspection as recommended herein. Should any complaint be found to have been caused by faulty installation, poor or insufficient maintenance and inspection, incorrect operation, or any abuse contrary to these conditions, then the cost of site inspection shall be chargeable.

11. Warranty Scheme

Should the above conditions be met, and after inspection of the site and the product, and completion of tests, the product is, in the opinion of Midtherm Flue Systems Limited, unsatisfactory due to faulty workmanship, or defective material, then the company will provide a replacement length of liner subject to the following terms:-

- For claims made within the first four years from date of installation, and subsequently agreed, subject to the requirements herein being satisfactorily met, a replacement length of liner will be provided and delivered, free of charge, to the place of installation.
- For claims made after the first four years from the date of installation, and subsequently agreed, subject to the requirements herein being satisfactorily met, a replacement length of liner will be provided, and charged for on a scale which makes an allowance for wear and tear. The goods will be supplied at a price equivalent to the current net price, discounted on the following reduced scale, based on the number of years the liner has been in service:-

316	904
Up to 5 years 100% off	Up to 5 years 100% off
6-10 years 50% off	6-15 years 50% off
11-20 years 20% off	16-25 years 20% off
	26-35 years 10% off

This warranty provides only for the supply of a replacement length of liner and does not cover the cost of builders work, removal, and re-installation, fixing insulation or any other incidental, consequential or other costs whatsoever. All of which are to be the responsibility of the customer and it is on this basis that the liner is offered for sale and with this warranty.

Reasonable efforts will be made to provide a replacement liner to the same specification as originally used, but Midtherm reserve the right to provide the nearest equivalent type and size of the liner available at the time of replacement.

Cash refunds or payments will not be made in lieu of providing replacement lengths for agreed claims.

12. Transfer

The warranty can be transferred if the following criteria are met:

- Midtherm Flue Systems Ltd are notified within 28 days of the change of ownership
- An inspection prior to transfer has been carried out and evidence is submitted to Midtherm Flue Systems Ltd. Evidence should be in form of a certificate or invoice of inspection.

Cautions

All 316 stainless steel products, although have a very high corrosion resistance, are at risk when exposed to relatively high sulphur content fuels, such as processed coal products (smokeless fuels), particularly if the appliance can be left burning all night. When the appliance is under-fired, the flue gas temperature is low, and excessive condensation can result. This level of condensation and high sulphur content fuel can very quickly destroy even the best quality twin wall liner. 904L has a better corrosion resistance than 316L. The HETAS registered installer will advise on which fuel products to avoid.

DO NOT USE CHEMICAL CLEANERS!!!

See Installation and Maintenance Instructions.

Statutory Rights

This warranty scheme does not affect the statutory rights of the buyer.

Exclusions

This warranty only applies to installations made in England, Scotland, Wales, Northern Ireland and Republic of Ireland, and it is a condition of this warranty that the customer has paid for the installation in full, at time of application. Specifically excluded from this warranty is any liner installed for use with condensing boilers, or where harmful chemical fumes, such as chlorine or halogenic vapours are present. Burning of wet wood, Condensing or appliances classified as Wet appliances, Re-installation costs are specifically excluded, 316 has been used with smokeless fuels or where the slumbering operation has occurred, Any plastic waste or other has been discarded on the appliance, This warranty is valid for the life of the appliance it is registered with and not exceeding the warranty period.