

## Warranty

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If your boiler is less than 2 years old, it will be covered by our 2 year warranty (providing it has been serviced after the first twelve months) (excludes ecoTEC pro and turboMAX pro which are covered for 1 year)

### Seven Day Service

Vaillant's office is open seven days a week with engineers working six days a week including bank holidays (excluding Christmas Day) to ensure we are there when you need us.

### Call Out Guarantee

In the event of a breakdown we will normally attend no later than the next day (for calls booked before 12 noon).

### Service Solutions

Vaillant's Service Solution department is available to you for prompt and efficient help in resolving a crisis or simply to answer any queries.

Our service contracts are an annual renewable plan designed to keep your central heating boiler in peak condition.

There are two levels of cover to choose from;

- Bronze Star Annual service and safety check
- Gold Star Comprehensive boiler breakdown cover (including labour parts) plus annual service and safety check.

Vaillant's trained operators are available:

8.00am to 6.00pm Mondays to Friday

9.00am to 4.00pm Saturday

9.00am to 12.00pm Sunday

Telephone: 0870 6060 777

Email: [info@vaillant.co.uk](mailto:info@vaillant.co.uk)