

## Warranty - for DURA-FLUE class one chimney liner 316-904 grade stainless steel

**Flue and Ducting Ltd offer a 15 year warranty on DURA-FLUE 316 chimney liner and a 30 year warranty on DURA-FLUE 904 chimney liner against the faulty manufacture of the product or defective fuels/materials used when the liner has been fitted for its sole purpose as a domestic liner in use with Flue and Ducting Ltd recommended fuels only.**

### The Warranty scheme is subject to the following conditions:

- Flue and Ducting Ltd Registration card is completed by the HETAS installer on completion of work and is sent to Flue and Ducting Ltd within 30 days of job completion with all accurate information. Flue and Duct reference number should be referred to in all future warranty claims.
- Any complaints should first be attended/investigated by the original HETAS engineer and if a fault/problem is found the HETAS engineer will need to report the fault/problem within 14 days to Flue and Ducting Ltd in writing with the initial registration card and all relevant information i.e. records of all proper maintenance of appliance and liner by a professional chimney sweep as recommended in or installation guide.
- The Liner has been correctly installed by a HETAS registered installer and that Document J of the building regulations and our installation guide has been followed correctly.
- The Chimney is constructed of the correct/suitable material and has been thoroughly cleaned and is free of soot or debris.
- There should be NO combustible materials within the chimney or present and that a camera inspection is used for this check.
- The chimney should be sound and water/wind tight and the liner should be fully insulated/backfilled with the appropriate material Vermiculite or high density mineral wool insulation or Rockwool, this will help to protect the liner from corrosion.
- After installation the chimney liner should be regularly checked (2-3 times per year) by a qualified chimney sweep to prevent the build-up of soot deposits in the chimney ways which, can cause chimney fires and that the collection of condensation is re-moved as this can cause early introduction of premature corrosion.  
(Please see installation guide)
- The chimney liner must be of one complete length and not have been damaged, modified or changed in any way before the installation is carried out we also strongly advise you use Flue and Ducting Ltd fittings as standard otherwise products used will need to be in the HETAS registered listings.
- The chimney liner must be in accordance with the appliance and existing masonry flue and surroundings, this is down to the HETAS engineer to decide. If uncertain check with Flue and Ducting Ltd first or the manufacturer of the appliance.
- The appliance is installed, operated and maintained in accordance with the appliance manufacturer's warranty/ instructions and complies with HETAS and Document J of the Building regulations.
- If any fault/problem should be found to be that external of the chimney liner i.e. appliance, operation, installation or other the site survey will be chargeable at Flue and Ducting Ltd discretion

Should Flue and Ducting Ltd find that the chimney liner supplied is of poor manufacture and does not meet the standard requirements, Flue and Ducting Ltd will offer a complete replacement liner free of charge subject to the terms above.

This warranty only covers the cost of the replacement liner and does NOT cover the cost of any external components fixings or fittings or building work, installation or any other product/outside source other than the liner supplied. All of which is the responsibility of the customer and this warranty is agreed when the sale of the liner has taken place.

Reasonable efforts will always be made by Flue and Ducting Ltd to resolve the situation but please note that NO cash or any other payment types will be offered instead of the replacement liner. The replacement of the liner is the only product/offer that will be made in a warranty claim. The sale of this liner indicates that you agree to Flue and Ducting Ltd warranty policy.

This warranty only applies in the UK, Flue and Ducting Ltd offer no warranty or any other customer service or take any responsibility for the product if/when the product leaves the UK.

**This warranty does NOT cover any of our products if installed with fully condensing boilers, or where harmful/dangerous gasses/chemical fumes are being used such as chlorine or halogenic vapours.**

**DURA-FLUE is Class 1 Stainless Steel 316 Flexible Chimney Liner – Dura-Flue is suitable for the use with standard oil, gas, solid and multi fuel appliances. DURA-FLUE is tested to a constant temperature of T600 and a maximum temperature of T1000 - EN 1856-2 T600 N1 WV2 L50010 G.**

**DURA-FLUE is wound with 2 completely different pieces of stainless steel and is completely unique to the UK, it is uniquely 'twin wall' and at any point is not folded. This gives the liner its very own 15 year guarantee and makes it the best most durable product in the UK.**

## Information Guide

- DURA-FLUE should be insulated where and whenever possible especially when installing on gable ends and flues larger than 9"x9".
- DURA-FLUE is a universal liner and can be fitted either way up, there is no correct direction in which the liner should be fitted.
- All flues should be checked and swept by an approved person before the attempted installation.
- Flue and Ducting Ltd strongly advise an approved installer fits this product.
- Planning permission will be required to fit this product unless you are using an approved installer.
- You **MUST** fit a carbon monoxide alarm with every new solid fuel appliance.
- Unless the masonry chimney in question is manufactured to Flue and Ducting Ltd.'s recommendations Flue and Ducting Ltd reserve the right to void all warranties.

## Important information

Most installations of solid fuel and wood biomass appliances and systems are subject to the requirements of Building Regulations and are notifiable to the Local Authority in your area by law.

HETAS registered installers can self-certificate their work thus avoiding the need for costly and time consuming Building Notice applications to the local Building Control Department. HETAS Registered Businesses leave the customer with a Compliance Certificate and send a copy to HETAS for onward notification to the Local Authority.

This is a simple and effective process costing a few pounds whereas the local authority Building Notice can cost hundreds of pounds in some cases. The Certificates issued by HETAS and the notifications to Local Authority are important records demonstrating that work was done legally, by registered competent businesses and individuals and records that the registered business carried out the work in accordance with Building Regulations.

When people sell their houses – the information about work carried out under the Building Regulations in England & Wales is used by Solicitors on their inquiry forms and failure to demonstrate compliant work where applicable, can adversely affect the sale of properties.

The information gathered in this way may be used in any future home information pack (HIP) requirement; and Local Authorities are already required by law to hold such information.



**Flue and Ducting Ltd**

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## Instruction guide for installation of DURA-FLUE

### **Before you start think Health and Safety:**

1. DURA-FLUE is made from 2 separate sheets of 316 stainless steel and can sometimes have sharp edges, always wear gloves and protective clothing when handling this product.
2. Always assess the site of installation before you start, will you require? ladders, scaffolding and is the equipment fit for purpose.
3. You may also require eye, mouth and ear protection if the chimney you are working on has excessive soot which, is acid and can irritate the skin .
4. You need to make sure you or your installer are working within the current health and safety and current building regulations.

### **Prepare the flue:**

1. Make sure the masonry flue is swept thoroughly by a competent person to ensure that all soot and tars have been removed as best as possible. Soot and tar within in the chimney can corrode the liner.
2. The Structure of the chimney must be at least 4" (100mm) thick to comply with current building regulations.
3. The structure of the chimney must also be sound and must be wind and water tight.
4. It will be easier to remove any existing chimney pots, dampers or obstructions before you start to allow full access.
5. It would also be advisable where any bends occur in the chimney to remove a small hole in the wall to ensure the liner has been installed correctly.
6. Draw a 1 metre length of the chimney liner the same diameter you will be using through the length of the chimney to ensure the diameter will fit (do not use full lengths or smaller pieces taped together).

### **The Installation:**

1. All Flue and Ducting Ltd Liner is completely universal and can be fitted either way up.
2. We advise that the installation is at least a two man job.
3. Attach the nose cone and string to what will be the bottom of the liner.
4. Installer 1, takes the liner to the top of the chimney and drops down the rope.
5. Installer 2, collects the rope at the bottom of the chimney and when both installers are ready begins to pull.
6. Installer 1, guides the liner down the chimney ensuring that the liner does not snag or catch any obstacles on the way down.
7. Once the liner is fully down the flue, connect all required adaptors, clamps and plates using suitable sealant for wood/multifuel appliances and self tapping screws (not supplied in this pack).
8. Put back on chimney pot and flaunch back in as required.
9. If the original masonry flue is larger than 9"x9" or/and is on an outside wall Flue and Ducting Ltd highly recommend the liner is insulated. This decision is made by the HETAS registered installer.

**DURA-FLUE is a Class 1 Stainless Steel 316 Flexible Chimney Liner – Dura-Flue is suitable for the use with standard oil, gas, solid and multi fuel appliances. DURA-FLUE is tested to a constant temperature of T600 and a maximum temperature of T1000 - EN 1856-2 T600 N1 W V2 L50010 G. These instructions are purely a guide; always use a legally qualified person for installation. Please see full warranty details at [www.flue-ducting.co.uk](http://www.flue-ducting.co.uk)**

**YOU MUST DOWNLOAD AND FILL OUT THE WARRANTY CLAIM FORM AT [www.flue-ducting.co.uk](http://www.flue-ducting.co.uk) FOR YOUR 15 YEAR WARRANTY TO BE ACTIVATED, WITHIN 30 DAYS OF INSTALLATION.**

#### **Flue and Ducting Ltd**

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## Instruction guide for installation of GO-FLUE

### ***Before you start think Health and Safety:***

1. GO-FLUE is made from single skin 316 stainless steel and can sometimes have sharp edges, always wear gloves and protective clothing when handling this product.
2. Always access the site of installation before you start, will you require ladders, scaffolding and is the equipment fit for purpose.
3. You may also require eye, mouth and ear protection if the chimney you are working on has excessive soot which, is acid and can irritate the skin.
4. You need to make sure you or your installer are working within the current health and safety and current building regulations.

### ***Prepare the flue:***

1. Make sure the masonry flue is swept thoroughly by a competent person to ensure that all soot and tars have been removed as best as possible. Soot and tar within in the chimney can corrode the liner.
2. The Structure of the chimney must be at least 4" (100mm) thick to comply with current building regulations.
3. The structure of the chimney must also be sound and must be wind and water tight.
4. It will be easier to remove any existing chimney pots, dampers or obstructions before you start to allow full access.
5. It would also be advisable where any bends occur in the chimney to remove a small hole in the wall to ensure the liner has been installed correctly.
6. Draw a 1 metre length of the chimney liner you will be using through the length of the chimney to ensure the diameter will fit (do not use full lengths or smaller pieces taped together).

### ***The Installation:***

1. All Flue and Ducting Ltd Liner is completely universal and can be fitted either way up.
2. We advise that the installation is at least a two man job.
3. Attach the nose cone and string to what will be the bottom of the liner.
4. Installer 1, takes the liner to the top of the chimney and drops down the rope.
5. Installer 2, collects the rope at the bottom of the chimney and when both installers are ready begins to pull.
6. Installer 1, guides the liner down the chimney ensuring that the liner does not snag or catch any obstacles on the way down.
7. Once the liner is fully down the flue, connect all required adaptors, clamps and plates using suitable sealant for gas/oil and self tapping screws (not supplied in this pack).
8. Put back on chimney pot and flaunch back in as required.

**GO-FLUE is suitable for the use with atmospheric gas and kerosene appliances where the flue gas temperature does not exceed 260°C. These instructions are purely a guide; always use a legally qualified person for installation. Please see full warranty details at [www.flue-ducting.co.uk](http://www.flue-ducting.co.uk)**

**Tested to:**

**EN 1856-2 T200 P1 W V2 L50010 O**

**EN 1856-2 T400 N1 D V2 L50010 G**

**YOU MUST DOWNLOAD AND FILL OUT THE WARRANTY FORM AT [www.flue-ducting.co.uk](http://www.flue-ducting.co.uk) FOR YOUR 10 YEAR WARRANTY TO BE ACTIVATED, WITHIN 30 DAYS OF INSTALLATION.**

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## Warranty Registration Form

Product Description.	
Name of company product purchased from.	
Date of purchase.	
Installers name and contact details.	
Installers – HETAS/Gas safe/Offttech Registration.	
Date of installation.	
Type of appliance being used with Flue and Ducting Ltd product.	
Type of fuel being used and estimated usage.	

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## Terms of Payment

Subject to any special terms agreed in writing between the Buyer and Flue and Ducting Limited, Flue and Ducting Limited shall be entitled to invoice the Buyer for the price of the Goods on or at any time after despatch of the Goods, unless the Goods are to be collected by the Buyer or the Buyer wrongfully fails to take delivery of the Goods, in which event, Flue and Ducting Limited shall be entitled to invoice the Buyer for the price at any time after Flue and Ducting Limited has notified the Buyer that the Goods are ready for collection or (as the case may be) Flue and Ducting Limited has tendered delivery of the Goods.

The Buyer shall pay the price of the Goods upon despatch of the Goods unless otherwise agreed in writing. Where Flue and Ducting Limited has agreed to credit terms the Buyer shall pay the price of the Goods (less any discount to which the Buyer is entitled, but without any other deduction) **within 30 days from the date of the invoice**, and Flue and Ducting Limited shall be entitled to recover the price, notwithstanding that delivery may not have taken place and the property in the Goods has not passed to the Buyer. The time of payment of the price shall be of the essence of the Contract. Receipts for payment will be issued only upon request.

In respect of any services provided by Flue and Ducting Limited, Flue and Ducting Limited's standard charges and any additional sums payable shall be paid by the Buyer (together with any applicable Value Added Tax (VAT), and without any set-off or other deduction) **within 30 days from the date on the invoice**.

If the Buyer fails to make any payment by the due date then, without prejudice to any other right or remedy to Flue and Ducting Limited, Flue and Ducting Limited shall be entitled to:-

- 1) cancel the Contract, or suspend any further deliveries or service to the Buyer
- 2) appropriate any payment made by the Buyer to such of the Goods (or the goods supplied under any other contract between the Buyer and Flue and Ducting Limited), or service as Flue and Ducting Limited may think fit (notwithstanding any purported appropriation by the Buyer.
- 3) Charge the Buyer interest (both before and after any judgement) on the amount unpaid at the rate of 8% per annum above the National Westminster Bank base rate until payment in full is made (a part of a month being treated as a full month for the purpose of calculating interest).

**Ryan Hancock**  
**Director**  
**Flue & Ducting Limited**

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In the event of any queries regarding these terms please email: [accounts@flue-ducting.co.uk](mailto:accounts@flue-ducting.co.uk)

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