

# AGA Rangemaster Limited Warranty Policy

## HOW LONG IS YOUR WARRANTY

Across our brands and product range we offer a number of different Warranties as follows:-

- AGA appliances (excluding refrigeration) benefit from a one year labour and five year parts warranty.
- Rayburn appliances benefit from a one-year labour and three-year parts warranty.
- Mercury and Falcon appliances benefit from a three-year labour and parts warranty.
- Refrigeration products benefit from a two year labour and parts warranty.
- Our AGA 4-in-1 Tap has a five year warranty with two year warranty on the boiler.
- Rangemaster appliances, hoods, and dishwashers benefit from a two-year parts and labour warranty.
- Rangemaster small domestic appliances, kettles and toasters, benefit from a 3 year warranty.
- Ex-display products are protected for functional defects only provided the appliance is less than 6 years old at the date of purchase. We can only offer 12 months protection if the product is graded. Proof of purchase may be required.

## CHARGES FOR PARTS

No charge will be made for replacement parts during the part Warranty period providing:

- An appliance fault is found.
- The relevant part is still covered by guarantee.
- Regular servicing has been carried out in accordance with the manufacturer's instructions by authorised AGA Rangemaster engineers, using approved spare parts.

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## A CALL OUT CHARGE MAY BE APPLICABLE IF:

- The authorised AGA Rangemaster service engineer who calls at your home finds no fault with the appliance.

- Other non-product related parts relating to the installation or connection to a suitable Gas, Electric or Water supply are either faulty or do not comply with the appropriate installation instructions.
- The unit is outside of its Warranty period.
- If it is deemed the product has been misused.

**Please note that invoices for call-out repair work carried out during the Warranty period by any third party cannot be accepted.**

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## **WHAT IS NOT INCLUDED IN THE WARRANTY:**

- Consumable parts.
- Flues (except integral power and balanced flues).
- Any labour charges not directly connected with the repair or replacement of a faulty component.
- Any consequential loss.
- Any part of the domestic hot water system which is not an integral part of the product.
- Accidental or cosmetic damage.
- Routine preventative service and maintenance.
- Any external controls/components not supplied by AGA.
- Oil filled Heat indicators are only covered for 12 months.

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## **REGULAR SERVICING**

Regular maintenance is an essential part of keeping your AGA Rangemaster appliances running safely and efficiently. Only genuine AGA Rangemaster spare parts should be used. Please note that routine servicing in accordance with the manufacturer's instructions is also a condition of the warranty agreement.

Find out more about AGA Servicing [here](#).

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## **CONSUMABLE PARTS NOT COVERED BY THIS WARRANTY**

- Oil AGA cookers – Oil filters and wicks.

- Gas fired AGA cookers – Ignitor electrodes, thermocouples.
- Electric AGA cookers – Vent and circulation fans are covered for 2½ years (30 months).

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## EXCLUSIONS

This warranty does not cover products which have been altered by the customer or by third parties. Materials, spare parts and specific tools must be as recommended by AGA. Warranty does not cover misuse, abuse or impact damage. Corrosion caused by incorrect use of chemical cleaners or scratches to chrome or stainless components by abrasive cleaning materials are also excluded. Warranty strictly excludes commercial use. Appliances are covered for domestic use only.

### Flues and Ventilation and External Services:

External services, gas supply, external oil lines, tanks and filters are not covered under this warranty. This warranty does not cover incorrectly or poorly maintained flue systems, or appliances installed on incorrect flue systems of unsuitable material and outside the specification detailed in the product instructions. Appliances not provided with adequate ventilation as detailed in the product instructions also fall outside this warranty.

To find out more about AGA Rangemaster Warranty please email [consumers@agarangemaster.co.uk](mailto:consumers@agarangemaster.co.uk)

This policy applies to products which carry the AGA, Rangemaster, Mercury, Falcon, or Rayburn brand name plate and trademark (AGA utensils and accessories are covered by a separate policy). Product fuel conversions are not covered.

**THIS WARRANTY POLICY DOES NOT AFFECT THE OWNERS STATUTORY RIGHTS.**