

# Riello Limited – Commissioning, Service & Warranty

## Burners & Accessories

Version 1.0: 01 January 2015



Terms & Conditions

### 1. Scope of inclusion

This document and the Warranty referred to is limited to equipment supplied by Riello Limited and which is installed in the UK mainland (GB).

### 2. Equipment Commissioning

#### 2.1. Commissioning Charges

- 2.1.1. Standard commissioning charges are detailed in the Riello Limited 'Service Charges' document that can be found on the Riello Limited website.
- 2.1.2. Abortive visits charges will be made at the single commission rate applicable unless otherwise agreed.
  - 2.1.2.1. Abusive or aggressive behaviour towards a Riello Limited employee or representative agent will not be tolerated. If such behaviour should occur then the visit may be terminated and an abortive visit charge made.
- 2.1.3. All additional site work and 'waiting time' will be charged at the hourly rate stated in the Service Charges document.
  - 2.1.3.1. 'Waiting Time' is defined as that time spent by the Riello Service engineer at the customer's location waiting, at the direction of the customer, to perform the assigned task. The reasons for Waiting Time include, but are not limited to the following:
    - Site Induction
    - Plant not ready.
    - Other plant work takes precedence.
    - Insufficient heat load to enable full operation of plant.
    - Labour not available.
    - Parts not available to complete works (unless the responsibility of Riello Limited).
    - Customer holiday/shutdown not pre-advised to Riello Limited (in which case travel time will also be charged as Waiting Time).
    - Union labour strikes or lockouts.
- 2.1.4. For specialised process and industrial type applications a site survey (to be carried out or not, at Riello Limited's sole discretion) may be required prior to the commissioning visit.
- 2.1.5. If the health and safety policy of the site so dictates, Riello Limited personnel will not work unassisted without qualified customer personnel assistance. When it is necessary, for any reason whatsoever, to assign persons, tooling or other equipment to assist a Riello Service/Commissioning Engineer the purchaser shall furnish this assistance at their expense. Riello Limited will assume no responsibility and will accept no charges for cost of labour for any persons assigned to assist our Service/Commissioning Engineer, or for tooling and equipment rental, unless written authorisation has been supplied by Riello Limited prior to work commencing.

#### 2.2. Response Times

- 2.2.1. Subject to 2.2.3 Riello Limited aim to attend standard heating applications in mainland United Kingdom locations within the following time frames from receipt of notice:
  - Burner commissioning – 10 working days
  - Breakdowns – 48 hours
- 2.2.2. Riello Limited will always endeavour to attend an installation within the shortest possible time frame or, where required, on a requested date.
- 2.2.3. For specialised process and Industrial type installations Riello Limited reserve the right to extend these time frames as specialised engineers may be required to complete any works. Response times to these types of installations are dependent on the individual requirements of each site and will be advised accordingly.

#### 2.3. Pre-requisites for Equipment Commissioning

- The equipment must be installed in accordance with the Riello and appliance manufacturer's instructions.
- The appliance inspection and service door seals must be correctly fitted and verified by a competent and accredited engineer.



- The appliance baffles (where appropriate) must be fitted correctly and verified by a competent and accredited engineer. The burner flame tube must be insulated within the boiler door refractory where required.
  - The flue system must be complete and all joints sealed and, where appropriate, damper and fan interlocks proven.
  - The appropriate high and low level ventilation must be fitted in accordance with the current relevant standards.
  - All appliance, burner and site electrical control wiring must be completed and all external interlocks proven.
  - For modulating burners using the Riello control sensor, the sensor must be correctly installed and all wiring from the sensor to the burner completed.
  - The system must be filled with the designated heating medium and any circulating pumps, control valves, and devices proven for operation. Suitable safety discharge valves must also be correctly installed and capable of operation.
  - In the case of air handling plant the fan air flow should be proven.
  - A heating 'load' must be available to allow the burner to be commissioned throughout its working range, including the maximum firing rate.
  - For gas firing sufficient dynamic (working) pressure is to be made available at the burner according to the Riello burner appliance schedule.
  - The gas supply pipe work must be complete and adequate for the supply needs of the burner. It should be leak tested and purged up to the manual isolation valve. Purge certification should be made available upon request.
  - Where gas boosters are fitted all wiring to the booster, and from the booster to the burner, must be completed.
  - For oil firing the supply pipe work must be completed and adequately sized for the supply needs of the burner.
  - The oil supply pipe work must be flushed of debris, leak tested, and primed up to the burner.
  - Oil line filtration at the tank (primary) and at the burner (secondary) must be installed.
- 2.3.1. Please note that this is not an exhaustive list but a quick check reference that should enable the engineer to commence the commissioning task.

### **2.4. Equipment Servicing**

- 2.4.1. Equipment servicing work general terms and conditions will be the same as those for equipment commissioning as above.
- 2.4.2. Individual equipment service costs will be advised and agreed before service work commences.

## **3. Equipment Warranty**

### **3.1. Product Warranty**

- 3.1.1. For Riello equipment that is supplied, but not commissioned by Riello Limited, the standard product warranty terms and conditions apply. The Standard Product warranty (parts only) Terms and Conditions can be found on the Riello Limited website.

### **3.2. Enhanced Product Warranty**

- 3.2.1. In installations where equipment supplied by Riello Limited is also commissioned by Riello Limited personnel (or a Riello Limited approved agent carrying out the work on behalf of Riello Limited), that equipment warranty will be enhanced to provide two years parts and labour warranty from the date of completion of the commissioning, subject to the terms and conditions detailed below.
- 3.2.1.1. Equipment must be operated and maintained in accordance with Riello Limited current installation and operation instructions.
- 3.2.1.2. All local building regulations and gas safety regulations must be observed
- 3.2.1.3. The warranty only applies if at all times the equipment is operated under normal use, service and maintenance procedures. Operation in any other manner will invalidate the warranty.
- Normal use, service and maintenance means:
- Not in excess of the maximum pressures, temperatures, volumes and rated capacities or other parameters specified in the Company's Product Bulletins, Specification Sheets, and/or quotation(s).

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- Using only fuels specified in the Company's Product Bulletins, Specification Sheets, and/or quotation(s).
- Operation and maintenance in compliance with the appropriate Instructions and/or Information Guides.

#### 3.2.2. Periodic Maintenance

- 3.2.2.1. Riello Limited will require as a condition of the two years parts and labour warranty, evidence that the equipment has been serviced in accordance with the manufacturer's instructions, at (or within one month either side of) the first anniversary of the date of completion of commissioning.
- 3.2.2.2. If the equipment is not serviced within this period the enhanced warranty is negated and becomes null and void. The equipment warranty will revert to standard product warranty terms.

#### 3.2.3. Exclusions

- 3.2.3.1. As well as any exclusions detailed above the warranty does not apply in the following circumstances or conditions, namely:
  - Where there has been a failure to pay for equipment and/or services (in whole or in part).
  - In respect of any claim for consequential or incidental damage arising from the use of the product, system or other goods manufactured or sold by the Company.
  - Where, in the reasonable opinion of the Riello Service/Commissioning Engineer there has been misapplication, misuse, abuse, and failure to follow the Product Instruction Sheets and/or Information Guides.
  - Transit damage
  - Use of unapproved or unauthorised components.
  - Third Party insurance.

#### 3.2.3.2. Unauthorised Labour

- Service or repair work carried out by unauthorised persons will negate the warranty and render it null and void.
- Riello Limited shall not be responsible either by commission or omission for the acts or workmanship of the employees, contractors, subcontractors, or agents of the purchaser.

#### 3.2.4. Warranty Notification.

- 3.2.4.1. The warranty shall be conditional on receipt of written notice by the company of any alleged operational failure within thirty days from the occurrence or discovery of the alleged defect or deficiency.

#### 3.2.5. Authorisation to Despatch Riello Service/Commissioning engineer

- 3.2.5.1. No Riello Service/Commissioning Engineer will be despatched to investigate a reported equipment warranty failure without receipt of a purchase order.
- 3.2.5.2. If the warranty investigation by the Riello Service/Commissioning Engineer concludes that the product malfunction was not due to product failure, then the costs for the warranty investigation will be charged to the purchaser.
- 3.2.5.3. If the warranty investigation by the Riello Service/Commissioning Engineer concludes that there has been a product warranty failure, then the equipment will be repaired and brought back into service without charge.