

Tubex Plus Lifetime Guarantee

SFL are confident in the quality our products and take the opportunity to offer you, the user and owner, a conditional lifetime guarantee on our Tubex Plus insulated flexible chimney liner.

In compliance with the conditions stated below, we guarantee that our Tubex Plus will be free from manufacturing defects for the greater of the periods detailed:

1. The time equal to the warranty period of the appliance first served by the Tubex Plus product.
2. Twenty Years

Guarantee Conditions:

1. Tubex Plus should be connected to an appliance burning only HETAS approved fuels in accordance with SFL and the appliance manufacturers instructions.
2. Be correctly sized and installed in accordance with the appliance and chimney manufacturer's installation instructions, current Building Regulations, and all relevant British and European standards.
3. Serviced and maintained correctly by a professional and qualified person or company with full and up-to-date records stored for the appliance and chimney / liner.
4. Register the Tubex Plus system within 28 days of installation providing documentation for the installation by a HETAS approved professional or a full sign off by a Building Control inspector before use.
5. Read and understand all the user guides provided with the installation and fully comply with all provisions regarding the appliance and the Tubex Plus insulated chimney liner.
6. Full SFL terms and conditions are available on our website.
7. Failure to comply with conditions will invalidate any guarantee claim.

Definitions:

1. Should your Tubex Plus system be connected to an appliance with for example a ten-year defects guarantee, SFL will provide a guarantee for a further ten years to a maximum of twenty years.
2. Should there be an identified Tubex Plus defect during the Lifetime warranty SFL will undertake to provide a replacement or suitable alternative subject to SFL agreement that guarantee conditions have been complied with fully.

How To Claim Your Guarantee:

1. In the first instance please email orders@sflchimneys.com with full details including product type, claim address and contact details.
2. We will request date of installation, product registration details and documentation to confirm compliance with SFL guarantee conditions.

Guarantee Terms and Conditions:

1. SFL will provide a FOC Tubex Plus replacement or similar approved alternative delivered to your premises, all works to remove and replace the proven defective product along with any associated costs are not covered within the guaranteed terms.
2. Tubex Plus should only be used with SFL approved fittings, any non approved or altered fitting will invalidate the claim.
3. Tubex Plus guarantee does not cover any faults caused during the installation and negligent or improper use.

4. Should the Tubex Plus product be replaced under guarantee the guarantee will not be extended.
5. You should notify SFL of any change of property ownership within sixty days and ensure the new owner understands Tubex Plus warranty conditions, failure to do so will invalidate the agreement.
6. Please note that SFL reserve the right to investigate the causes of any defect and may require access to the property, documentation, and fuel details.
7. This guarantee is offered in addition to your consumer legal rights.
8. SFL standard terms and conditions apply in all cases.