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Warranty Overview by Product

Thank you for purchasing a Viessmann product. Viessmann products are renowned internationally for their high quality, high efficiency and long durability.

We use our best endeavours to ensure that our products are manufactured without any manufacturing or material defects. Our standard terms and conditions guarantee that we will fix or replace any manufacturing or material defects free of charge within a period of 2 years from the date of delivery.

Additions to Viessmann standard warranty

Vitodens 200-W (≤ 150 kW) combi/system and Vitodens 222-F DHW Storage

The standard warranty is 3 years for Vitodens 200-W ≤ 35 kW and 2 years for Vitodens 200-W 49-150 kW, from the date of installation, increased to 5 years if the installer is registered as trained by Viessmann at the time of installation and the boiler is registered on the Viessmann Installer Portal (≤ 60 kW). During this period the warranty covers your boiler against manufacturing/material defects for both parts and labour. Accessories, such as controllers and programmers are covered by standard terms and conditions. Applies to boilers installed after July 2017.

Vitodens 100-W combi/system/open vent (compact) & Vitodens 111-W:

The standard warranty is 5 years from the date of installation. During this period the warranty covers your boiler against manufacturing/material defects for both parts and labour. Accessories, such as controllers and programmers are covered by standard terms and conditions. Applies to Compact open vent boilers installed after June 2008 and combi/system boilers installed after February 2011.

Vitodens 050-W combi

The standard warranty is 3 years from the date of installation with an additional 4 years if the installer is registered as trained by Viessmann at the time of installation and the boiler is registered on the Viessmann Installer Portal. During this period the warranty covers your boiler against manufacturing/material defects for both parts and labour. Accessories, such as controllers and programmers are covered by standard terms and conditions. Applies to boilers installed after August 2016.

Vitosol 100-FM, 200-FM, 200-TM & 300-TM:

Specifically the warranty for the solar collectors only is 5 years from the date of delivery. During this period the warranty covers your solar collector against manufacturing/material defects for both parts and labour. All other components are covered by standard terms and conditions. Applies to collectors installed after January 2009.

Vitovolt 200 PV module:

MCS certificate number: MCS BBA 0007/4

Registered Office: Hortonwood 30, Telford, Shropshire TF1 7YP
Company Reg. No. 2305071 VAT Reg. No. 489 2185 04

The warranty is in-line with the manufacturers warranty and is defined in two categories.

Performance warranty:

The limited peak power warranty is defined in the manufacturers warranty certificate.

Manufacturer's output warranty in accordance with warranty certificate:

- 5 years: 95 %
- 12 years: 90 %
- 15 years: 85 %
- 25 years: 80 %

Product Warranty:

Specifically the warranty for the solar modules (type listed above) , factory assembled DC connectors and cables only, is 10 years from the date of delivery. During this period the warranty covers your solar modules against manufacturing/material defects for both parts and labour. All other components are covered by standard terms and conditions. Applies to modules delivered after September 2011. If solar modules fail to conform to this warranty, Viessmann will, at its discretion either repair or replace the product, or refund the then current market price of the solar modules. The repair, replacement or refund remedy shall be the sole and exclusive remedy provided under the warranty and shall not extend beyond the period of the warranty.

SMA inverter:

We recommend the use of SMA inverters with our solar modules.

The inverter types covered by the warranty are listed in our price list.

For the above named products, you receive an SMA factory warranty valid for 5 years from the date of purchase. The SMA factory warranty covers any costs which you incur for repair or replacement parts during the warranty period, subject to the conditions listed below. This is not associated with a durability warranty.

You have the possibility of purchasing an extension of this SMA factory warranty within the 5 year term, this does not apply to the PV Offset Box. The cost will be based on the respective SMA price list valid at the time the warranty extension is taken up.

Scope of SMA factory warranty:

The factory warranty does not cover damages that occur due to the following reasons:

- Transport damage
- Incorrect installation or commissioning
- Failure to observe the user manual, the installation guide, and the maintenance regulations
- Modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations (VDE standards, etc.)
- Force majeure (e.g., lightning, overvoltage, storm, fire)

Neither does it cover cosmetic defects which do not influence the energy production.

Vitocell 200-V/B

The standard warranty for the stainless steel vessel is 25 years from the date of delivery, provided that certain conditions are met. During this period the warranty covers your stainless steel vessel against manufacturing/material defects for both parts and labour. All other components are covered by standard terms and conditions. Please contact Viessmann After Sales Service on 01952 675060 to confirm these conditions.

Please note that:

- Viessmann product owners must ensure that the appropriate warranty registration is completed and their product is serviced annually to qualify for the 2nd (or 3rd, 4th etc) year of warranty, where required.
- the product must be serviced either by a Viessmann trained installer or another competent servicing company (i.e. Gas Safe registered) within one year (and each following year) of the installation date and the details recorded in the 'Benchmark' or Viessmann service logbook (this should have been completed by your installer when your product was installed), where required.
- the cost of the annual service is not included in the warranty.
- to qualify for your warranty your installer may be able to register your product warranty on www.viessmanninstallerportal.co.uk, our website www.viessmann.co.uk or complete and return the guarantee card found in the product pack within 30 days of the product being installed, where required.
- the warranty does not cover issues related to installation and it may be necessary to charge a call out fee for service visits booked directly as a result of incorrect installation.
- Viessmann will not reimburse any unauthorised third party costs incurred for repairs carried out while the product is under warranty. If in doubt please contact Viessmann After Sales Service.
- In the event of a warranty callout, it is the responsibility of the customer/installer to provide safe working access to the product (this includes ladders, scaffolding, harnesses, etc).

Should your product develop a fault during its warranty period please contact your original installer, or alternatively Viessmann After Sales Service on 01952 675060.