

24th October 2018

Dear Sir/Madam,

## **IMPORTANT INFORMATION:**

### **Copy Vaillant accessories released into UK Market**

#### **What's the background?**

Vaillant is a brand that prides itself on first class engineering, products and services and ensuring excellence in all components within our award winning boiler systems. However, we have recently discovered that the Vaillant standard horizontal flue kit appears to have been copied by an unauthorised manufacturer and placed on the market in the U.K.

To ensure this quality and safety of all parts, Vaillant boilers are generally certified for use together with Vaillant flue system components as a complete system. In this we can guarantee the integrity, safety and quality of the complete boiler system (consisting of a Vaillant boiler as well as the air and flue gas system).

**IMPORTANT: Any appliance installed with these copy flues will invalidate the guarantee.**

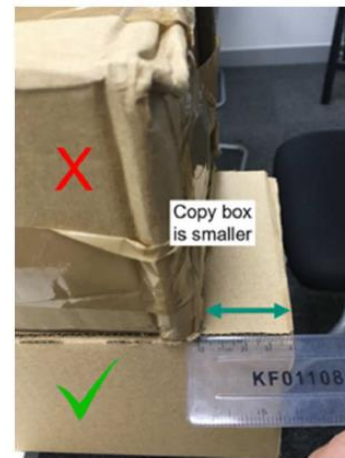
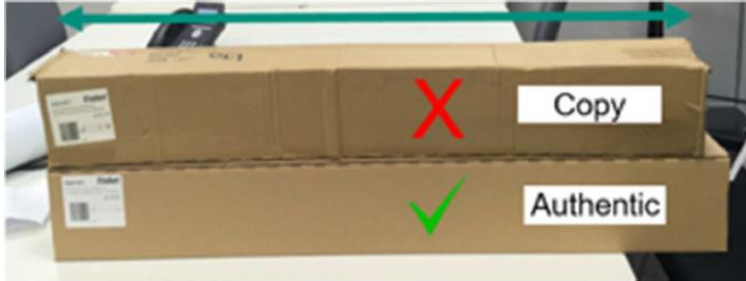
Vaillant do not believe that the copy parts have been validated and certified in this way, meaning that they are highly unlikely to be CE approved for use with Vaillant appliances. Thus, the safe operation of Vaillant boilers with such copy flues is not guaranteed.

The copy parts we have seen (see photos within this document) are clearly of sub-standard quality and have not been manufactured to the strict quality procedures that Vaillant and its partners adhere to.

#### **How can I identify a copy flue?**

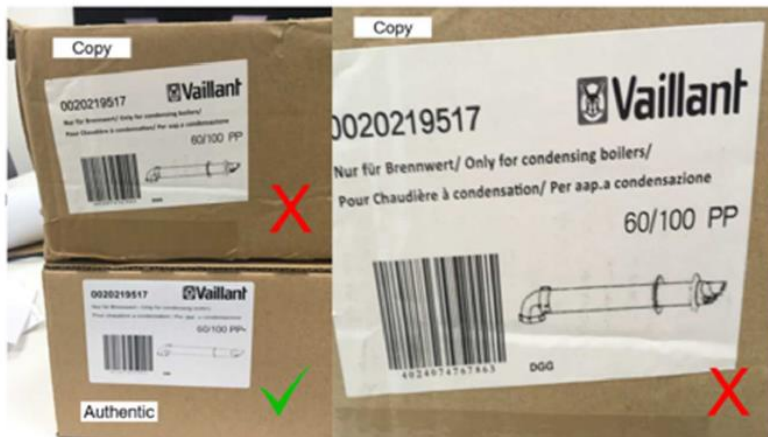
These flues appear to be of poor quality, with possible consequent risks to effective flue sealing and flue performance. This could pose a risk to combustion and therefore should be identified and removed from the market, at least pending further safety tests and certification. On visual inspection, it is simple to identify the copy flues as shown on the following pages.

1. The copy version box is 4cm shorter and the box material is of inferior quality

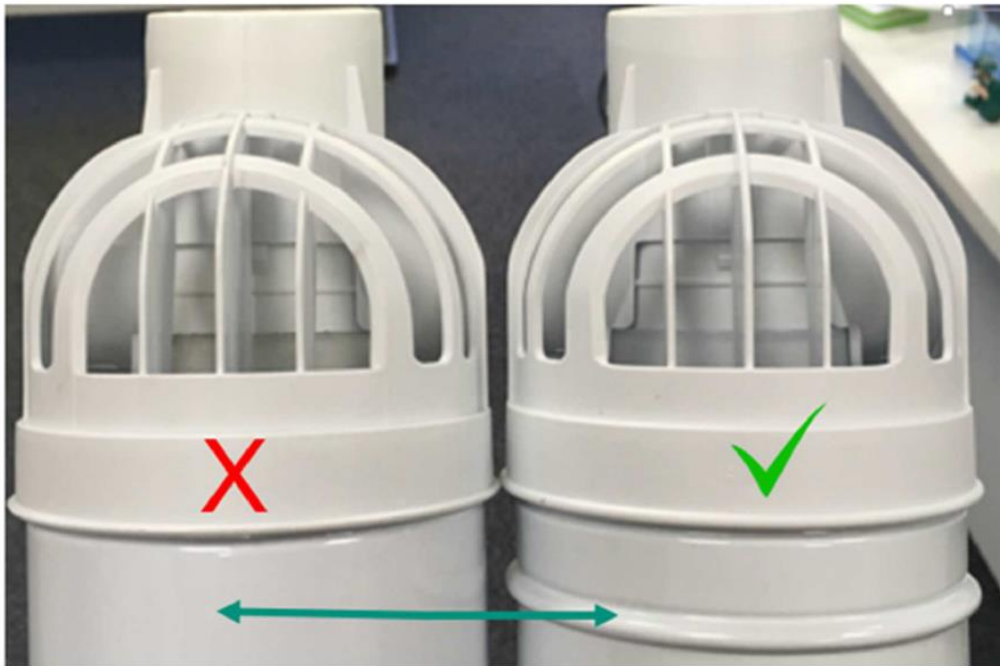


- Vaillant box measures 1150mm
- Copy box measures 1110mm

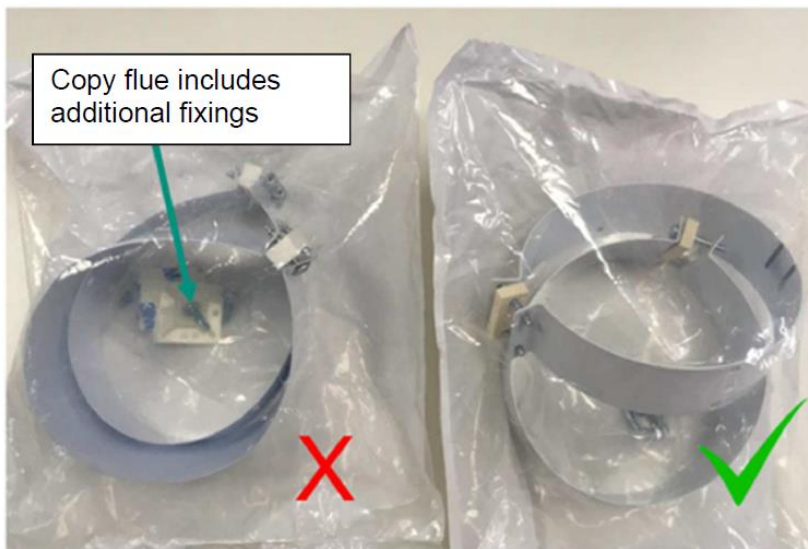
2. The label on the copy version is a different typeset, quality, and not straight



3. The copy does not have a locating rim



4a. Unnecessary fixings included in the copy version



COPY FLUE

ORIGINAL VAILLANT

4b. The clamps included with the copy flue are inferior quality, made of much thinner material, and the screws are self tapping screws with a sharp, pointed end

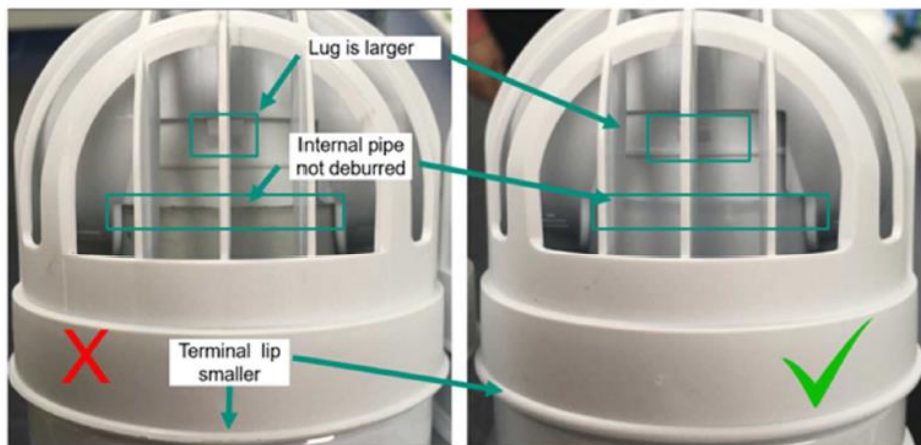


COPY FLUE

ORIGINAL VAILLANT

Threaded screw with no point

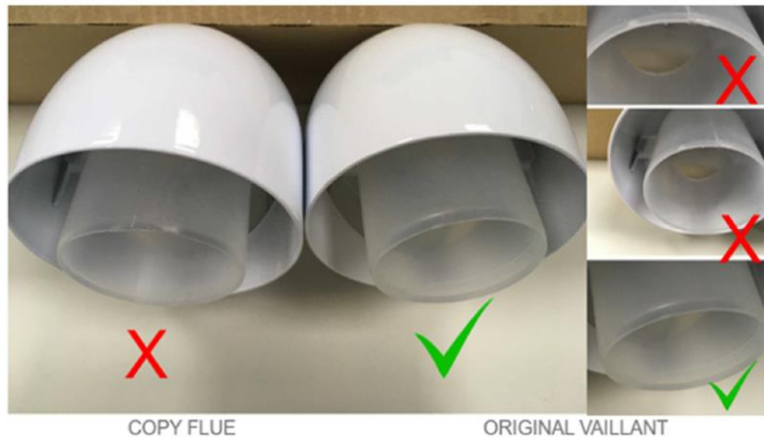
5. There are several discrepancies with the terminal end piece



COPY FLUE

ORIGINAL VAILLANT

6. The copy elbow is a different colour, the material of the inner flue is thinner and the edges are poorly finished – posing a risk of flue seal damage



The following action should be taken if you are made aware of any of these copy flues:

**If in stock:**

These flues are not approved for use with Vaillant boiler the parts should be removed from sale immediately.

**If installed:**

Notify the responsible Gas Safe engineer if possible, and/or the customer to ensure that the installation is classified as 'At Risk' due to non-compliance with CE marking and standards and have the boiler turned off. Until the installation has been rectified with an authentic, original Vaillant flue – any boiler warranty is invalidated.

**How will this be resolved?**

Trading Standards have been notified and will investigate. Should you come across what you believe to be a copy part, please contact your local Area Sales Manager or Regional Director immediately.

Should you require any additional information, please do not hesitate to contact your Regional Sales Manager.

Yours sincerely,



**Steve Cipriano**

Director Commercial Key Accounts UK



**Spencer Clark**

Director Commercial One off Sales UK and Eire