

HEATBASE FACTSHEET 8

Replacement of flexi oil lines and nozzles

We have started a program of **recommending** the replacement of nozzles and flexi oil lines every service. This is due to an incident where an oil leak developed after a service; there was no reported leak or smell even though the boiler was situated in a living area within an occupied house; not until 6 weeks later, the day after a delivery of fuel. The householders' insurance company looked for someone to blame and after 2 years the matter is still being argued over between Solicitors and will end by going to court.

During this 2 year period it has been said that Worcester Bosch now state that they should be replaced on an annual basis and although other boiler manufacturers do not say the same and even OFTEC state "inspect and replace where necessary" it seems to have set a legal precedence that if damage is caused by not replacing an item then we may be held liable because of this.

Due to this situation we have now been forced to **recommend** the replacement of these parts much to the anger and dissatisfaction of Customers and ourselves. The replacements of nozzles and flexi oil lines at specific times by manufacturers are only recommendations.

The clear flexi oil lines that we are now using will hopefully make inspection easier and so help the **customer** decide whether to replace them or not.

Customers are well within their rights to refuse fitting of any recommended item and we respect their decisions to do this, but in the event of a failure we cannot be held responsible for any damage caused and liability will fall back to the tenant/householder.