

GCD Response to Ofgem ECO Consultation published 17th October 2014

Q3.a

Answer:

We agree that the warranty should be for the functioning of the entire storage heater or heaters installed. The installer warranty should provide for the rectification of problems which affect the functioning of the storage heater relating to the replacement heater's installation, this includes the electrical wiring to the heater. The manufacturer's warranty should provide for rectification of problems associated with the malfunction of the storage heater or heaters.

Q3.b

If more than one electric storage heater is installed in the premises there should be one installer warranty which should provide for the rectification of problems which affect the functioning of the storage heaters relating to the replacement heater or heaters installation. The manufacturer's warranty should provide for rectification of problems associated with the malfunction of the storage heaters provided the details of the individual heaters are registered to be included in the manufacturer's warranty.

Q3.c

As described in **a.** and **b.** above, an installer warranty should be provided backed up by the manufacturer warranty.