

GLEDHILL ISSUE 2 : 03/98
GULFSTREAM II FF

**CENTRAL HEATING AND MAINS PRESSURE HOT
WATER SUPPLY SYSTEM INCORPORATING A
THERMAL STORE**

USERS INSTRUCTIONS

Model No.s			
GulfStream II 13FF/35	GC No	55	317 25
GulfStream II 12FF/130	GC No	55	317 23
GulfStream II 12FF/100L	GC No	55	317 24

**FOR USE WITH NATURAL GAS ONLY (G 20) in GB and IE.
SUPPLY PRESSURE 20mbar.
LEAVE THESE INSTRUCTIONS WITH THE USER.**

LIGHTING INSTRUCTIONS:

The appliance is fully automatic and providing that the ON/OFF switch is in the ON position, the appliance will light whenever the tank thermostat is calling for heat.

Note that the pilot light is only used to ignite the main burner, and goes out when the main burner goes out.

SERVICING AND MAINTENANCE : To ensure continued efficient operation of the appliance, it is recommended that it is checked and serviced as necessary at regular intervals. The frequency of servicing will depend upon the particular installation conditions and usage but in general once a year should be adequate. It is the law that any service work must be carried out by a competent person such as British Gas or other CORGI registered personnel.

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STATUTORY REQUIREMENTS - Any installation must be in accordance with the relevant requirements of the current issue of Gas Safety (Installation and Use) Regulations 1994 (as amended), Local Building Regulations, the Building Standards (Scotland) Consolidation, I.E.E. Wiring Regulations, Local Water Company Bylaws and Health & Safety Document No.635- The Electricity at Work Regulations 1989. Detailed recommendations are contained in the current issue of the following British Standards and codes of practice:- BS 5440 Pts. 1 and 2, BS 5449, BS 5546, BS 6700, BS 6798, BS 6891 and BG.DM2.

GAS CONSUMER COUNCIL - The Gas Consumer Council (G C C) is an independent organisation which protects the interest of gas users. If you need advice, you will find the telephone number in your local telephone directory under Gas.

WARNING - The GulfStream is for use on natural gas only and must not be used on any other gas.

If the boiler is not installed in a cupboard nothing should be placed (even temporarily) within the specified minimum clearances.

If the boiler is installed within a cupboard, the ventilation grilles must not be blocked or reduced for any reason.

DESCRIPTION: GulfStream is a fully automatic/ gas fired, fan flue appliance for supplying sealed system wet central heating and mains pressure hot water for dwellings with a design heat loss of up to 12kW, or 13kW depending on the model. The principle is to separate the heat generator (i.e. the boiler) from the heat emitters (i.e. the radiators and the domestic hot water generator) by a thermal store. This evens out the fluctuating demands for heating and hot water.

An important feature of this design is that domestic hot water can be supplied directly from the mains without the need for additional safety controls in the D H W supply. This is achieved by passing the mains water through a high performance plate heat exchanger.

Another important feature of the system is that because the thermal store acts as a buffer between the boiler and the heating system, any variety of space heating control systems can be used, although the primary water circulating pump is an integral part of the appliance.

All models feature an intermittent pilot ignition system. Note that the pilot is only alight whilst the main burner is firing.

CLEARANCES REQUIRED FOR INSTALLATION AND SERVICING

- Top 300mm (12 in) (except Lowline model 100mm (4"))
- Base Nil floor standing
- Rear Nil
- Left hand side 13mm (1/2 in)
- Right hand side 200mm (8 in)
- Front 15mm installed 600mm for servicing

MINIMUM INTERNAL CUPBOARD SIZE REQUIRED

MODEL	MAX HEAT	PROPERTY LOSS	SIZE OF UNIT W D H	MIN CUPBOARD SIZE W D H
12FF/100L	12kW		600x600x1500	815x600x1580
12FF/130	12kW		465x585x1960	600x600x2286
13FF/35	13kW		400x530x1400	600x550x1500

ELECTRICAL SUPPLY : the mains supply required is 230V ~ 50 Hz fused at 3 A, via a fused double pole fixed wire isolator with a contact separation of at least 3mm in both poles. Manufacturers instructions must not be taken as overriding either statutory or Local Authority Regulations.

USE IN HARD WATER AREAS: A patented design of control prevents domestic water from exceeding 55°C for most of the operational time of the appliance.
IT IS NOT NECESSARY TO FIT ANY FORM OF SCALE INHIBITING EQUIPMENT IN THE DOMESTIC COLD SUPPLY TO THE APPLIANCE. If it ever becomes necessary the plate heat exchanger is easily isolated and replaced with a service exchange unit.

FROST PROTECTION: If the boiler is to be out of use for long periods of time during severe weather conditions, it is recommended that the whole heating system is drained off to avoid the risk of freezing.

TERMINAL FITTINGS:

1. Hot and cold taps and mixing valves used with this appliance must be suitable for operating at 10 bar.
2. Either thermostatic or mixer valves can be used as long as both hot and cold are mains fed.
3. No anti-siphon arrangements are necessary with fixed head showers.
4. If a loose head shower with flexible hose is to be used over a bath then the hose must be fixed so that the head cannot fall closer than 13mm above the top edge of the bath. Alternatively, the shower must incorporate or be fitted with an anti-siphon device at the point of flexible hose connection. Balancing is best achieved by fitting appropriate flow regulators to each hot and cold outlet.
5. The supply of hot and cold mains water direct to a bidet is permitted, provided that this is of the over-rim flushing type and that a type 'A' air gap is incorporated. It must not include either an ascending spray or provision to attach a hand spray.

HEATING SYSTEM : The appliance is designed for connection to sealed central heating water systems. A sealed system must only be filled by a competent person using an approved method. The correct operating pressure is indicated by the red pointer on the pressure gauge located inside the top of the appliance. The actual system pressure is indicated by the black pointer.

CONTROLS : This GulfStream is supplied with an appliance on/off switch which, when in the ON position, this allows the boiler to heat up and maintain the thermal store at the required temperature. This will then allow the appliance to provide domestic hot water on demand. The thermal store will automatically be replenished with heat as required. This GulfStream is also supplied with a timing device (analogue or digital) which controls the central heating supply pump.

Models 12FF100L & 12FF130 the thermostat control on the front of the appliance allows the user to adjust the thermal store temperature. This will usually be reduced during the summer months when central heating is not required. Reducing this control during the winter will control the central heating radiators at a lower temperature. Reducing this temperature control will not reduce the maximum temperature of the domestic hot water exiting the taps. Although not usually noticeable the domestic hot water temperature flowing from the tap will start to reduce at a slightly earlier stage.

If the appliance has been installed with two single on/off switches, the extra switch is the heating switch, the installation engineer will have fitted an external (remote) timer of either single or double channel. Single channel will control the heating only. Double channel will control the appliance and the heating.

Model 13FF35 has a factory set store thermostat which should not be adjusted.

Gledhill (Water Storage) Ltd

AMD. MAY 2007

CONDITIONS OF SALE & WARRANTY TERMS

1. We only do business upon the Conditions which appear below and no other. Unless we so agree in writing these Conditions shall apply in full to any supply of goods by us to the exclusion of any Conditions or terms sought to be imposed by any purchaser. These Conditions of Sale and Warranty Terms override those which are contained on the Invoice Forms and all Sales are now subject to these Conditions of Sale and Warranty terms only.

2. PRICE

Once an order or call off has been accepted the price will be held for three months but if delivery is extended beyond that period at the customer's request, then we reserve the right to amend the price when necessary. The company reviews its pricing annually to adjust for changes in our cost base. We reserve the right to alter prices at any time for severe movements in raw materials (mainly copper and steel). If there is to be a change we will give customers at least four weeks notice but anything delivered after that date will be at the revised price. An order may not be cancelled or varied after acceptance without the written consent of the company. Such cancellation or variation shall be subject to such reasonable charges as may be appropriate.

3. SPECIFICATION

The goods are supplied in accordance with the Specifications (if any) submitted to the Purchaser and any additions and alterations shall be the subject of an extra charge. Any goods not so specified shall be in accordance with our printed literature or the literature of any of our component suppliers (subject to any modifications made since publication). If we adopt any changes in construction or design of the goods, or in the specification printed in our literature, the Purchaser shall accept the goods so changed in fulfilment of the order.

4. PAYMENT

The invoice price of goods shall be payable within 30 days of despatch by us of our invoice for the goods or such longer time as may be stated by our quotation or invoice. If we receive payment in full on or before the due date we will allow an appropriate settlement discount except where we have quoted a special net price. If payment is not received in full on or before the due date we shall be entitled in addition to the invoice price to:

- (i) payment of a sum equal to any increase in the copper price supplement applicable to the particular goods sold between the date of receipt of order and the date of receipt of payment in full; and
- (ii) interest on any part of the invoice price unpaid after the due date at the rate of 3% per annum over the base rate for the time being of HSBC Bank plc.

5. TIME

We give estimates of delivery dates in good faith and time of delivery is not nor shall be made of the essence of any contract nor shall we be liable for any loss or damage occasioned by delay in delivery.

6. DELIVERY

We deliver free normally by our own vehicles within 25 miles of any of our manufacturing depots. Delivery to any place more than 25 miles from one of our manufacturing depots may be subject to our quoted delivery charges. We reserve the right to make delivery of goods contained in one order by more than one consignment and at different times. Where a period is agreed for delivery and such period is not extended by our Agreement, the Purchaser shall take delivery within that period. If the Purchaser fails to take delivery, we shall be entitled at the Purchaser's risk and expense to store the goods at the Purchaser's premises or elsewhere and to demand payment as if they had been despatched. Off loading at point of delivery shall be the responsibility of and be undertaken by the Purchaser.

7. SHORTAGES OR DAMAGE

Goods must be inspected before signature of delivery note and any damage, shortage or discrepancy noted on the delivery note and the goods returned on the same vehicle. The buyer must also give us immediate written notice of the damage, shortage or discrepancy so that we may prompt investigation.

8. RETURN OF GOODS

Goods may not be returned to the Company except by prior written permission of an authorised officer of the Company and such return shall be subject to payment by the Purchaser of handling and re-stocking charges, transport and all other costs incurred by the Company.

9. COMPANY LIABILITY

All our goods are made of the best materials from reputable manufacturers and where stated are manufactured to the appropriate British or European Standard. Complaints must be given to us immediately, before any action is taken, as responsibility cannot be accepted if repairs or renewals are attempted on site without our written authority.

Defects caused by corrosion or scale deposits are not covered by this guarantee save as expressly provided in paragraph (f) of this Condition 9.

Where we agree to rectify any defect, we reserve the right to undertake the work on our own premises.

The following guarantee covers faulty materials and manufacture for the stated period, provided that:-

- The unit has been installed in accordance with our installation and service instructions and all relevant codes of practice and regulations in force at the time of installation.
- That all necessary inlet controls and safety valves have been fitted correctly.
- It has only been used for the storage of potable water supplied from the public mains.
- Where appropriate the unit has been regularly maintained as detailed in the installation and service instructions.

(a) Domestic and Commercial Open Vented Cylinders and Tanks.

The copper storage vessel is guaranteed for ten years and if it proves to be defective either in materials or workmanship, we will either repair or supply replacement at our option with the closest substitute in the case of any obsolete product to any address in Great Britain.

- (i) free of all charge during the first year after delivery by us.
- (ii) thereafter at a charge of one-tenth of the then current list price and any copper price supplement and delivery charge during the second year after delivery by us and increasing by a further one-tenth on the second and subsequent anniversary of delivery by us.

(b) Domestic Mains Fed Products (Primary Stores)

The copper storage vessel is guaranteed for five years and if it or any integral pipework as part of the storage vessel assembly proves to be defective either in materials or workmanship, we reserve the right to either repair or supply replacements or the closest possible substitute in the case of any obsolete product and will collect and deliver to any address in England, Wales and Scotland (excluding all Scottish Islands).

- (i) free of all charge during the first year after delivery by us.
- (ii) thereafter at a charge of one-fifth of the then current list price or any copper price supplement and delivery charge during the second year after delivery by us increasing by a further one-fifth on the second and subsequent anniversary of delivery by us.

(c) Integrated Boiler and Storage Vessel Products and Stand Along Boilers

In the case of the GulfStream range of products and the Gledhill boiler range of products, Gledhill guarantees the heat exchanger (boiler) for material and construction faults for two years and FURTHER we will meet the installer/contractors reasonable costs in removing and replacing any DEFECTIVE heat exchanger up to a MAXIMUM of one third of the extent of our liability in regard to the replacement product.

THE RESPONSIBILITY FOR THE EXECUTION OF THIS GUARANTEE LIES WITH THE INSTALLER.

The guarantee becomes null and void if the appliance is used incorrectly, or in the event of proven negligence or incorrectly implemented repairs OR FAILURE TO CARRY OUT THE RECOMMENDED INSPECTION/MAINTENANCE. The guarantee also becomes null and void if changes are made to the appliance without our knowledge, or if the serial number on the appliance is removed or made illegible.

The annual service must be carried out by a competent installer in accordance with the advice given by Gledhill and using Gledhill approved parts.

(d) Stainless Steel Unvented Cylinders

Gledhill guarantee the components including controls, valves and electrical parts for two years from the date of purchase. IT SHOULD BE NOTED THAT THE FACTORY FITTED TEMPERATURE AND PRESSURE RELIEF VALVE MUST NOT BE REMOVED OR ALTERED IN ANY WAY OR THE GUARANTEE WILL NOT BE VALID. GLEDHILL WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL LOSS OR DAMAGE HOWEVER IT IS CAUSED.

The guarantee for the stainless steel vessel is for twenty five years if the original unit is returned to us AND PROVIDED THAT:

- (i) It has been installed as per the Design, Installation & Servicing Instructions, relevant standards, regulations and codes of practice.
- (ii) It has not been modified, other than by Gledhill.
- (iii) It has not been subjected to wrong or improper use or left uncared for.
- (iv) It has only been used for the storage of potable water.
- (v) It has not been subjected to frost damage.
- (vi) The benchmark log book is completed after each annual service.
- (vii) The unit has been serviced annually.

It should be noted that the guarantee does not cover:

- the effects of scale build up
 - any labour charges associated with replacing the unit or parts.
- If the stainless steel vessel proves to be defective either in materials or workmanship we reserve the right to either repair or supply replacements or the closest possible substitute in the case of any obsolete product and will collect and deliver to any address in England, Scotland and Wales (excluding all islands):

- (i) free of charge during the first year after delivery by us.
- (ii) thereafter at a charge of one twenty fifth of the then current list price during the second year after delivery by us and increasing by a further one twenty fifth on the second and subsequent anniversary of delivery by us.

ACTION IN THE EVENT OF FAILURE

If the Stainless Lite develops a leak we will ask for a deposit against the supply of a new one. This will be refunded if the failure is within the terms of the warranty when it has been examined by us.

(e) Solar Panels and ancillary equipment

Gledhill provides a five year warranty for defects in the collectors (except broken glass and collector accessories eg metal edgings). If the collector demonstrably fails to meet one of the requirements of the standard DIN 4757 part 3 we will replace it free of charge based on the date of invoice. We can not be responsible for damage caused by mechanical stress and/or changes caused by weather related influences. The warranty excludes minor surface damage that does not affect performance or malfunction due to improper assembly or installation.

Please note:

- Installation must have been carried out by a licensed specialized company (heating contractor or plumber) following the version of installation instructions in force.
- Gledhill or its representative was given the opportunity to check complaints on site immediately after any defect occurred.
- Confirmation exists that the system was commissioned properly and that the system was checked and maintenance was performed annually by a specialised company licensed for this purpose.

(f) Components of our products other than Storage Vessels and Integral Pipework.

We will either extend to the purchaser the same terms of warranty as we are given by the manufacturer of the component or if the manufacturer does not give any warranty, replace free of charge any component which becomes defective within two years after the date of the delivery by us and is returned to us at the purchaser's expense but we shall not meet the cost of removal or shipping or return of the component or any other cost charges or damages incurred by the purchaser.

If the appliance manufactured by Gledhill incorporates a factory fitted scale inhibitor then during the period of three years from the date of delivery Gledhill will replace, free of charge, any plate heat exchanger fitted in the appliance as original equipment in which scale formation occurs that materially reduces the effectiveness of the plate heat exchanger. This guarantee does not extend to any other component installed within the Gledhill appliance or elsewhere in the Purchaser's domestic water system.

(g) General

In the case of goods manufactured solely in accordance with our specification and designs and in respect of any installation work carried out by or on our behalf, our entire liability and the purchaser's sole remedies (subject to (a) - (f) above) and shall be as follows:

(a) we accept liability for death or personal injury to the extent that it results from our negligence that of our employees agents or subcontractors.

(b) subject to paragraph (d) below, we accept liability for direct physical damage to tangible property to the extent that such damage is caused by our negligence that of our employees agents or subcontractors.

(c) our total liability to the purchaser over and above any liability to replace under (1 - 4) above (whether in contract or in tort including negligence) in respect of any one cause of loss or damage claimed to result from any breach of our obligations hereunder, shall be limited to actual money damages which shall not exceed £20,000 provided that such monetary limit shall not apply to any liability on the part of ourselves referred to in paragraph (a) above.

(d) except as provided in paragraph (a) above but otherwise notwithstanding any provision herein contained in no event shall we be liable for the following loss or damage howsoever caused and even if foreseeable by us or in our contemplation :-

(i) economic loss which shall include loss of profits, business revenue, goodwill or anticipated savings.

(ii) damages in respect of special indirect or consequential loss or damage (other than death, personal injury and damage to tangible property).

(iii) any claim made against the purchaser by any other party (save as expressly provided in paragraph (b) above).

(e) except in respect of our liability referred to in paragraph (a) above no claim may be made or action brought (whether in contract or in tort including negligence) by the purchaser in respect of any goods supplied by us more than one year after the date of the invoice for the relevant goods.

(f) nothing in these Conditions shall confer on the purchaser any rights or remedies to which the purchaser would not otherwise be legally entitled.

10. LOSS OR INJURY

Notwithstanding any other provision contained herein the Purchaser's hereby agree to fully indemnify us against any damages losses costs claims or expenses incurred by us in respect of any claim brought against us by any third party for :-

(a) any loss injury or damage wholly or partly caused by any goods supplied by us or their use.

(b) any loss injury or damage wholly or partly caused by the defective installation or sub-standard workmanship or materials used in the installation of any goods supplied by us.

(c) any loss injury or damage in any way connected with the performance of this contract.

PROVIDED that this paragraph (6) will not require the Purchaser to indemnify us against any liability for our own acts of negligence or those of our employees agents or sub-contractors.

FURTHER in the case of goods supplied by us which are re-sold to and installed by a third party by the Purchaser it will be the sole responsibility of the Purchaser to test the goods immediately after their installation to ensure that inter alia they are correctly installed and are in proper working order, and are not likely to cause any loss injury or damage to any person or property.

11. VARIATION OF WARRANTY AND EXCLUSION

Should our warranty and exclusion be unacceptable we are prepared to negotiate for variation in their terms but only on the basis of an increase in the price to allow for any additional liability or risk which may result from the variation.

Purchasers are advised to insure against any risk or liability which they may incur and which is not covered by our warranty.

12. RISK AND RETENTION OF TITLE

(a) goods supplied by us shall be at the Purchaser's risk immediately upon delivery to the Purchaser or into custody on the Purchaser's behalf or to the Purchaser's Order. The Purchaser shall effect adequate insurance of the goods against all risks to the full invoice value of the goods, such insurance to be effective from the time of delivery until property in the goods shall pass to the Purchaser as hereinafter provided.

(b) property in the goods supplied hereunder will pass to the Purchaser when full payment has been made by the Purchaser to us for :-

(i) the goods of the subject of this contract.

(ii) all other goods the subject of any other contract between the Purchaser and us which, at the time of payment of the full price of the goods sold under this contract, have been delivered to the Purchaser but not paid for in full.

(c) until property in the goods supplied hereunder passes to the Purchaser in accordance with paragraph (2) above.

(i) the Purchaser shall hold the goods in a fiduciary capacity for us and shall store the same separately from any other goods in the Purchaser's possession and in a manner which enables them to be identified as our goods.

(ii) the Purchaser shall immediately return the goods to us should our authorised representative so request. All the necessary incidents associated with a fiduciary relationship shall apply.

(d) the Purchaser's right to possess the goods shall cease forthwith upon the happening of any of the following events, namely :-

(i) if the Purchaser fails to make payment in full for the goods within the time stipulated in clause 4 hereof.

(ii) if the Purchaser, not being a company, commits any act of bankruptcy, makes a proposal to his or her creditors for a compromise or does anything which would entitle a petition for a Bankruptcy Order to be presented.

(iii) if the Purchaser, being a company, does anything or fails to do anything which would entitle an administrator or an administrative receiver or a receiver to take possession of any assets or which would entitle any person to present a petition for winding up or to apply for an administration order.

(e) the Purchaser hereby grants to us an irrevocable licence to enter at any time any vehicle or premises owned or occupied by the Purchaser or in the possession of the Purchaser for the purposes of repossessing and recovering any such goods the property in which has remained in us under paragraph (2) above. We shall not be responsible for and the Purchaser will indemnify us against liability in respect of damage caused to any vehicle or premises in such repossession and removal being damaged which it was not reasonably practicable to avoid.

(f) notwithstanding paragraph (3) hereof and subject to paragraph (7) hereof, the Purchaser shall be permitted to sell the goods to third parties in the normal course of business. In this respect the Purchaser shall act in the capacity of our commission agent and the proceeds of such sale :-

(i) shall be held in trust for us in a manner which enables such proceeds to be identified as such, and :

(ii) shall not be mixed with other monies nor paid into an overdrawn bank account.

We, as principal, shall remunerate the Purchaser as commission agent a commission depending upon the surplus which the Purchaser can obtain over and above the sum, stipulated in this contract of supply which will satisfy us.

(g) in the event that the Purchaser shall sell any of the goods pursuant to clause (6) hereof, the Purchaser shall forthwith inform us in writing of such sale and of the identity and address of the third party to whom the goods have been sold.

(h) if, before property in the goods passes to the Purchaser under paragraph (2) above the goods are or become affixed to any land or building owned by the Purchaser it is hereby agreed and declared that such affixation shall not have the effect of passing property in the goods to the Purchaser.

Furthermore if, before property in the goods shall pass to the Purchaser under paragraph (2) hereof, the goods are or become affixed to any land or building (whether or not owned by the Purchaser), the Purchaser shall:-

(i) ensure that the goods are capable of being removed without material injury to such land or building.

(ii) take all necessary steps to prevent title to the goods from passing to the landlord of such land or building.

(iii) forthwith inform us in writing of such affixation and of the address of the land or building concerned.

The Purchaser warrants to repair and make good any damage caused by the affixation of the goods to or their removal from any land or building and to indemnify us against all loss damage or liability we may incur or sustain as a result of affixation or removal.

(i) in the event that, before property in the goods has passed to the Purchaser under paragraph (2) hereof, the goods or any of them are lost, stolen, damaged or destroyed :-

(i) the Purchaser shall forthwith inform us in writing of the fact and circumstances of such loss, theft, damage or destruction.

(ii) the Purchaser shall assign to us the benefit of any insurance claim in respect of the goods so lost, stolen, damaged or destroyed.

13. NON-PAYMENT

If the Purchaser shall fail to make full payment for the goods supplied hereunder within the time stipulated in clause 4 hereof or be in default of payment for any other reason then, without prejudice to any of our other rights hereunder, we shall be entitled to stop all deliveries of goods and materials to the Purchaser, including deliveries or further deliveries of goods under this contract. In addition we shall be entitled to terminate all outstanding orders.

14. RISK

All goods sold by us shall be at the sole risk of the Purchaser from the date of despatch by us of the invoice for their price

15. VALUE ADDED TAX

All prices quoted are exclusive of Value Added Tax which will be charged at the rate ruling at the date of despatch of invoice.

16. TRADE SALES ONLY

We are only prepared to deal with those who are not consumers within the terms of the Unfair Contract Terms Act 1977, the Sale of Goods Act 1979 and the Supply of Goods and Services Act 1982. Accordingly any person who purchases from us shall be deemed to have represented that he is not a consumer by so purchasing.

17. JURISDICTION

The agreement is subject to English/Scottish law and any dispute arising hereunder shall be settled in accordance therewith dependent upon the location.