

SCHIEDEL ISOKERN DM SYSTEM GUARANTEE



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INTRODUCTION

Provided that you comply in full with your responsibilities and the installation and operational conditions below, Schiedel Chimney Systems Ltd guarantees to you that the Isokern DM (Double Module) System will be free from defects for a period of 25 years from the date of installation. Any blocks cracked or damaged during initial pallet delivery will be replaced free of charge. This guarantee does not cover major impact damage, geological incidents, extreme weather, external fires, or structural building damage.

YOUR RESPONSIBILITIES

To benefit from this guarantee, your Schiedel Isokern installation must be registered to the delivery address within 30 days of the installation date sales.uk@schiedel.com.

INSTALLATION REQUIREMENTS (AIR GAP MAINTENANCE)

This guarantee relies on strict adherence to Schiedel Isokern DM installation guidelines. The guarantee will be immediately invalidated if the following conditions are not met:

- **Clear Air Gap:** The DM system relies on a double layer of pumice blocks separated by an air gap. This air gap between the starter flue/inner flue blocks and the outer casing must be kept strictly clear of mortar, lip glue, or any backfill material.
- **Approved Lip Glue:** All casing and flue block joints must be sealed exclusively with Schiedel Isokern Lip Glue, applied in 12–15mm beads to achieve a finished joint thickness of 2–3mm.
- **Staggered Joints:** The outer and inner blocks must be laid at the same time but with staggered joints for safety and stability.
- **Clearance to Combustibles:** A strict 38mm clearance must be maintained between the outer face of the chimney casing and any structural timber or combustible material (unless utilizing the specific zero-distance top-ring ventilated option for straight rendered stacks). However, non-structural combustible components—specifically floorboards, skirting boards, and dado rails—are permitted to be in direct contact with the outer chimney casing.

MAINTENANCE, SWEEPING & FUEL EXCLUSIONS

The guarantee does not apply to the extent that defects arise as a result of failure to comply with care and servicing recommendations. The following conditions explicitly void the guarantee:

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- **Unapproved Fuels:** Damage resulting from burning unseasoned or wet wood, petroleum coke (petcoke), waste wood, painted/treated timber, plastics, or household waste.
- **Thermal Misuse & Chimney Fires:** Heat damage, cracking, or degradation resulting from intentional or unintentional misuse, including fuel slumbering (slow overnight burning) or soot/chimney fires caused by excessive soot and acidic condensation build-up.
- **Incorrect Sweeping Tools:** The chimney must be swept at least twice a year (before and after the heating season). Sweeping must be conducted using a medium-density polypropylene bristle brush. We strictly do not recommend the use of powered sweeping systems on the pumice flues, as power sweeping brushes can cause damage to the flue. The guarantee is void if steel brushes, powered sweeping systems, or unapproved harsh chemical cleaners are used on the pumice liners.
- **Ensure your sweep is registered with an accredited UK body** (like HETAS, NACS, or the Guild of Master Chimney Sweeps).
- **Condensing Appliances:** The DM system is explicitly excluded from use with condensing appliances (including condensing biomass and pellets).
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SMALL PRINT & CLAIMS

The guarantee extends only to providing replacement components and their delivery; Schiedel is not responsible for third-party workmanship, removal, transit of defective parts, or associated installation costs. Schiedel reserves the right to carry out tests or inspect the installation to verify full compliance with these terms. To claim, email sales.uk@schiedel.com

"This guarantee is offered as an extra benefit and is provided in addition to, and does not affect, your statutory rights as a consumer."

Schiedel Chimney Systems Ltd.

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