

SCHIEDEL ISOKERN PUMICE LINER GUARANTEE

The Schiedel logo consists of the word "SCHIEDEL" in white, uppercase, sans-serif font, centered within a solid orange square.

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 Pumice Liners 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 (LECA BACKFILL)

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

- **Approved Lip Glue:** All joints must be sealed exclusively with Schiedel Isokern Lip Glue, applied in 12–15mm beads to achieve a finished joint thickness of 2–3mm.
- **Mandatory LECA Insulation & Masonry Cladding:** A minimum thickness of 15mm of Light Expanded Clay Aggregate (LECA) insulation must be installed between the pumice liners and the surrounding masonry. Furthermore, to maintain this guarantee, the surrounding masonry cladding must consist of a minimum of 100mm thick brickwork or medium density (7kN) blockwork.
- **Correct LECA Mix Ratio:** The LECA backfill must be strictly mixed at a ratio of 20 parts aggregate to 1 part ordinary Portland cement (OPC) and a small amount of water. The guarantee is void if the approved mixture is not used, or if ordinary masonry mortar is used to fill the void.
- **Orientation:** Liners must be installed with the socket uppermost.

CLEARANCE TO COMBUSTIBLES

- **Clearance Limits:** Combustible materials must be kept at a strict minimum distance of 200mm from the inner surface of the flue liner, or 40mm from the outside of the masonry chimney.
- **Permitted Contact:** Non-structural combustible components—specifically floorboards, skirting boards, dado or picture rails, mantel-shelves, and architraves—are permitted to be in direct contact with the outside of the masonry chimney.

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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:

- **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 system is explicitly excluded from use with condensing appliances (including condensing biomass and pellets); it is approved only for dry-rated applications. T600 N2 D 3 G

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.
Crowther Estate,

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