



We have fit around 90-100 27 and 32 C...

We have fit around 90-100 27 and 32 C HE Modena,s over the past 6 years, They have caused me a lot of headaches !! Lets start with the positives, easy to install, small and great for when fitted above a worktop, and then the problems. At first seemed great, then we come back to service them and we are finding 4 and 5 joints on both heating and domestic water leaking inside. Endless main heat exchanger gaskets leaking condensate which they now have desighned a new gasket to combat this and have seen the evidence in more recent models. We have had a complete boiler replaced as it was so bad, no chemical was added after fitting it resulting in 2 years later another call put in for another fault but the warranty been knocked back and temporally cancelled due to water condition!! This was Ferroli Engineer/Contractor who replaced the boiler, they also left out the wireless receiver that was fitted in the original model by us and said that was nothing to do with us resulting in me having to go out again to re-connect and set up (2 min job).

It all seems to be one sided, every time an engineer goes out to a job they have an habit of pulling your work to bits in front of the customer resulting in another panicked call by the customer to me. Another positive i need to mention is that the Rep Martin has over the past few years been very helpful and has stepped in on many occasion resolving issues with lost paperwork, un-registered warranties etc and dealing with warranty calls as getting through to Ferroli at one point was a nightmare!!

This is an honest and fair review and only covers a very small amount of problems and issues and to be fair the company have improved and listened to issues raised by engineers so hopefully can only get better.

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