

Guarantee- Redroom Heating Products

Terms and Conditions (UK only)

Please keep this safe with your proof of purchase

- **Steel radiators - 5 years.**
- **Radiator with Electrical Componentry – 2 Years,**
- **Accessories and Valves – 2 Years.**
- **Underfloor Heating – Please see separate guarantee sheet for this category of product.**

1. The guarantee commences from the date of purchase and is only available to the original purchasing customer.
2. Proof of purchase must be retained showing date and place of purchase. The benefit of the guarantee cannot be transferred to a third party. Please keep your proof of purchase safe along with this guarantee terms & conditions information.
3. The guarantee only applies to products purchased and installed in the United Kingdom.
4. The guarantee covers the product against defects in materials or manufacture only and does not apply to normal wear and tear.
5. The guarantee is subject to correct installation to current British standards / water treatments and use.
6. The customer must inspect the product for obvious defects prior to installation. If goods have been fitted this is deemed as acceptance of their quality. A claim will not be accepted if an obvious defect is found after installation.
7. This guarantee covers normal domestic use only.
8. Steel radiators or those with steel components should not be installed on a domestic hot water circuit.
9. Artificially softened water should not be used to fill radiators.
10. The buyer and/or installer is responsible for ensuring the suitability, conformity and interoperability of the goods or indicative system design suggestions provided by us, with your heating system and your design requirements. It is important that to undertake such verification with an appropriately qualified expert third party.

11. This guarantee does not apply to any faults caused by wilful damage, neglect, misuse (including inappropriate cleaning*), failure to follow recommended instructions, use in abnormal conditions, accidental breakage and other events outside of the manufacturer's control. *See cleaning instructions below.
12. The guarantee does not cover any product that has been modified, altered, transformed or relocated in any way.
13. If the product is defective in materials or manufacture the original customer must contact the place of purchase within 30 days of the fault occurring. We reserve the right to inspect the product before removal or repair. If necessary we must be provided with those facilities we reasonably require to carry out a proper inspection.
14. If the fault is not resolved, the product should be returned and at our discretion we will either refund the purchase price, or send new goods to you as a replacement. This shall constitute our sole obligation under this guarantee.
15. As our policy is one of continuous improvement, product changes may give rise to alternative products. Where an identical product is no longer available, we will supply the nearest equivalent from our current range.
16. If a claim is made under the guarantee and the defect is not due to faulty materials or manufacture, we reserve the right to charge the customer for time spent by an engineer at the current hourly rate and for any replacement parts.
17. Please note that the liability of this guarantee is limited to the product itself and no claim for consequential losses will be accepted
18. The guarantee does not cover ex-display units.
19. The guarantee does not affect your statutory rights.

Cleaning Instructions

- Clean with soapy water.
- Do not use abrasive products or any bleach based cleaner.



www.redroomheating.co.uk