

## **Guarantee- Redroom Underfloor Heating Products**

### **Terms and Conditions (UK only)**

**Please keep this safe with your proof of purchase**

- **Underfloor Heating Cables/Mat Systems – 12 Years.**
- **Underfloor Heating Thermostats – 2 Years.**

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.
6. This guarantee covers normal domestic use only.
7. This guarantee does not apply to any faults caused by wilful damage, neglect, misuse, failure to follow recommended instructions, use in abnormal conditions, accidental breakage and other events outside of the manufacturer's control.
8. All mats/cables should be tested using a continuity tester for continuity & resistance when removed from their packaging. This would highlight all possible manufacturing faults. Once the mat/cable has been installed it is recommended carrying out a further test to ensure the system has not been compromised during installation process. If the mat/cable does not give an accurate result it should be returned to the point of purchase for replacement. All expected test results are listed in the installation guide.
9. If there is a suspected fault on a thermostat, a call from a technician should be arranged through your point of purchase to diagnose and resolve the issue before the unit is returned.
10. The guarantee does not cover any product that has been modified, altered, transformed or relocated in any way.

11. 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.
12. 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.
13. 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.
14. 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.
15. Please note that the liability of this guarantee is limited to the product itself and no claim for consequential losses will be accepted
16. The guarantee does not cover ex-display units.
17. The guarantee does not affect your statutory rights.



[www.redroomheating.co.uk](http://www.redroomheating.co.uk)