



15 Year Warranty Claim Form

Section One: To be Completed by Home Owner

If seeking a warranty claim please check our full warranty conditions on our website www.warmfloornz.com.

Owner Details: Name:
Address:
Email address:
Phone number:

Installation was completed by a Warmfloor Approved Installer (please mark) **YES NO**

Installers Details: Name:
Email Address:
Phone Number:

Installation details:

- Do you know the size of Warmfloor heating cable installed:
- Do you know the number of spare tiles held to repair floor if required:
If the floor is not tiles, please state the type of floor surface (no. of tiles/surface)
- Do you have a copy of the invoice or other proof of purchase (please mark) **YES NO**
If yes, please attach a copy of the invoice to this claim.
- I have read the 15 year product warranty on the website and believe this claim is covered (please mark) **YES NO**

Signature of Owner: Dated:

Section Two: To be Completed by Certified Electrician

Electrician Details: Name:
Email Address:
Phone number:

Steps To Complete:

- Please perform a factory reset.** See website for full instructions. **YES NO**
Confirm that with heating bars active, power is being supplied to the output terminals but there is no current draw.
If you ascertain that it is the thermostat that is faulty please indicate in the box here and we will send a replacement thermostat. (tick to indicate you are requesting a new thermostat)
No further testing is required. Please email your claim to info@warmfloornz.com
- If no fault is found with the thermostat - please continue with the following testing:

Test the two Cold Tail leads for the following:	1. Conductor A to Conductor B	MΩs
	2. Conductor A to Earth Screen	MΩs
	3. Conductor B to Earth Screen	MΩs
	4. Earth Screen to Earth Screen	MΩs
Test the two Cold Tail leads for the following:	1. Conductor A to Conductor B	Ωs
	2. Conductor A to Earth Screen	Ωs
	3. Conductor B to Earth Screen	Ωs
	4. Earth Screen to Earth Screen	Ωs

Please send this completed form to info@warmfloornz.com and a Warmfloor representative will be in touch with you.