

15 Year Product Warranty

Warmfloor Warranty Information

For installations NOT completed by a Warmfloor Approved Installer

Warmfloor warrants that the contents of your heating kit are free from Manufacturing defects.

- This warranty applies for the first consumer and is not transferable.
- This warranty applies to Warmfloor products from the date of purchase by the consumer for the period of:
 - Fifteen (15) years for heating cable
 - Three (3) years for Thermostat (Warmfloor will supply replacement thermostat, excluding installation costs)
- The warranty means that you have all the protections given to you as a consumer in the Consumers Guarantees Act 1993 and applies in all circumstances covered by the Consumer Guarantees Act.
- Warmfloor or its approved installer reserves the right to charge for any repairs/faults caused by installation damage which is not the fault of Warmfloor Heating Limited.
- All procedures as detailed in the Warmfloor installation manual need to be followed precisely for this warranty to be valid. Any deviation from these may result in the warranty being null and void and repair costs may be incurred.
- Proof of purchase must be supplied with any warranty claim. We suggest you attach your proof of purchase to this warranty form and keep in a safe place.
- Warmfloor's warranty does not include costs in relation to any damage to fixtures or fittings caused by the removal, replacement, service or repair of the product. This clause may be exempt only when heating has been installed under tiles by a Warmfloor Approved Installer and the owner has four spare tiles available for the repair.
- This warranty does not cover any damage caused by irregularities in the power supply (electrical surges or lightning strikes). This product is designed for a 220-240V AC supply.
- This warranty does not include the original site visit by an electrician to determine the cause of the problem.
- At least 4 spare tiles must be available for use in the event of a repair.
- A Warmfloor Cable Monitor **MUST** be on and connected at all times until the Electricians final connection. (otherwise, warranty is void).