

Products covered by this warranty

Item No.	Description	Barcode
FWT001	Under Tile 1m ²	5011204608218
FWT002	Under Tile 2m ²	5011204608225
FWT003	Under Tile 3m ²	5011204608232
FWT004	Under Tile 4m ²	5011204608249
FWT005	Under Tile 5m ²	5011204608256

Vitrex Floorwarm Underfloor Heating for TILE is covered by a warranty for the **LIFETIME** of the original floor covering under which it is installed, subject to the terms and conditions set forth herein. The warranty is only applicable to the original purchaser and is not transferable. This warranty is offered by QEP Co. UK Ltd.

During the period of this warranty we will replace free of charge or refund the cost of the product (at our discretion) or arrange for it to be repaired. The cost of repair or replacement is the only remedy under this warranty. This warranty does not extend to costs incurred in re-laying, replacing or repairing the floor covering or floor.

This warranty will only be valid if the purchaser promptly registers the product with QEP Co. UK Ltd. To validate the warranty please ensure:

- The product is registered with us within 30 days of purchase. Registration must be completed by filling out the warranty card supplied in the Vitrex Floorwarm Underfloor Heating for TILE pack.
- In the event of a claim, proof of purchase is required so please ensure you retain your receipt or invoice.
- All final electrical connections must be carried out by a qualified electrician to the latest electrical regulations and comply with local and national building regulations. The registered electrician must complete the resistance readings on the warranty card and sign it stating their Part P Certificate Number.
- The heater must be earthed and protected by 30mA Residual Current Device at all times.

The warranty becomes invalid if:

- The floor covering installed above the heating mat is damaged, lifted, replaced, repaired or covered with subsequent layers of flooring.
- The heating mat is damaged during installation or by the laying of the floor covering.

As stated in the manual it is important to check the heating mat throughout the installation process and prior to laying the flooring.

Thermostats are warranted for a period of 3 years from the date of purchase, subject to the exclusions set out in this warranty document.

QEP Co. UK Ltd SHALL IN NO EVENT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO EXTRA UTILITY EXPENSES OR DAMAGES TO PROPERTY.

QEP Co. UK Ltd is not responsible for:

- Damage or repairs required as a result of faulty installation, incorrect application or misuse
- Damage caused by thermal blocking, details of which are explained in the Owner's Manual
- Damage as a result of floods, fires, wind, lightning, accidents, corrosive atmosphere or other conditions beyond our control
- Use of components or accessories not compatible with this unit
- Products installed outside of the UK
- Regular maintenance, for example cleaning of thermostats
- Parts not supplied by QEP Co. UK Ltd
- Damage or repairs as a result of improper use, maintenance, operation or servicing
- Failures due to interruption or inadequate power supply
- Changes in the appearance of the product that does not affect its performance
- Any damage caused by frozen or broken water pipes in the event of equipment failure

Claims procedure:

Any claim made under this warranty should be made directly to QEP Co. UK Ltd. The claim should be made in a letter stating the following information:

- Product purchased
- Date of purchase
- Proof of purchase
- Place of purchase
- Details of the problem leading to the claim

Please ensure a copy of everything sent is retained. This warranty is offered as an extra benefit and does not affect your statutory rights. The warranty period commences from the date of purchase. Products must be registered within 30 days of purchase. Registration for warranty is confirmed only when a letter of confirmation is sent by QEP Co. UK Ltd.

Installation, Ownership and Part P Electrical Document

To validate your warranty you must fully complete this form

Owners Name _____

Owners address _____

Postcode _____ Telephone number _____

Email _____

Date of purchase _____

Owners signature _____ Date _____

Installers Name _____

Installers Telephone Number _____

Please state the room in which the heater(s) is installed:

Kitchen Bathroom Conservatory Hall Other

I confirm that I have read and fully understand the contents of the terms, conditions and installation manual and that the heater(s) has been installed as directed. I confirm that the heater(s) was working prior to tiling and accept that no claim against the manufacturer or its agents can be made for any loss or damage.

Installers signature _____ Date _____

Electricians Name _____

Electricians Address _____

Electricians Phone Number _____

Electricians Part P Certificate Number _____

TABLE OF HEATERS INSTALLED

Room	Product Code	Batch No.	Under Tile or Under Wood	RCD Rating	Resistance Reading
Hall	FWT005	12345	Under Tile	30 ma	76.8 ohms

Return completed form to:

Vitrex FloorWarm Warranty, Everest Road, Lytham St. Annes, Lancashire, FY8 3AZ