

# 15 YEAR WARRANTY



## Products covered by this warranty

Item No.	Description	Barcode
FWW001	1sqm	5011204608263
FWW002	2sqm	5011204608270
FWW003	3sqm	5011204608287
FWW004	4sqm	5011204608294
FWW005	5sqm	5011204608300

Vitrex Floorwarm Underfloor Heating for WOOD is covered by a 15 year warranty to be free from defects in materials and workmanship under normal use when installed according to the instruction manual, 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 WOOD 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