

III HENRAD Warranty

Everest, Compact & Alto Radiators



Congratulations on the purchase of your new Hydroheat Supplies Pty. Ltd hydronic heating system. Your **Henrad Radiator** is warranted to be free of defects in material and workmanship, under normal domestic use for a period of 25 years.

Henrad radiators are manufactured from the highest quality automotive steel used by German automotive car manufacturers. The product line is tested and approved, according to the European norm EN442. The production facility and production quality standards are accredited under the international quality standard ISO9001:2008.

Your Henrad radiator/s are warranted by the Australian distributor Hydroheat Supplies Pty. Ltd. Warranty applies from the date of purchase.

1. Purchaser's Statutory Rights

The warranty terms set out below do not exclude any conditions or warranties which may be implied by law. The warranty supplements such conditions or warranties.

2. Warranty

- Hydroheat Supplies Pty. Ltd. warrants to the original purchaser of these radiators that during the period of **25 years** from the date of commissioning any radiator found by Hydroheat Supplied Pty. Ltd. to be defective will be replaced.
- This warranty does not cover site labour fees, this is a component only warranty.
- This warranty is given on the condition that all installations and services on your Hydroheat Supplies Pty. Ltd. hydronic heating systems are performed by a qualified installer and a Hydroheat Supplies Pty. Ltd. approved service agent.
- Hydroheat Supplied Pty. Ltd reserves the right to determine whether or not the fault is caused by faulty workmanship or material or that a part is defective

- All claims under Hydroheat Supplies Pty. Ltd Warranty should be directed in the first instance to the installer from whom the equipment was purchased

3. The Warranty set out in section 2 does not apply:

- A) If the product is damaged due to accident, alterations, misuse, fire, floods or acts of God.
- B) Damage to radiators stocked in uncovered areas.
- C) Damage due to transportation, handling, incorrect installation, external agents, over pressure or frost.
- D) Radiators connected either to the sanitary water system or to systems with open expansion tanks.
- E) Damage due to fresh water introduction due to leaks in the system
- F) Damage to radiators placed in aggressive environments, such as pools, showers, bathrooms, saunas, public toilets etc.
- G) If the product has not been installed by a licensed mechanical plumber
- H) If the product has not been installed in accordance with local regulations (Victoria requires a Certificate of Compliance submitted at time of installation, installation instructions and AS/NZS 5601:1:2010
- I) If the product has been services by a person not authorised by Hydroheat Supplies Pty. Ltd.
- J) If an existing system is not cleaned and flushed out

Customer Warranty Record (Have your installer fill in and keep this form for your reference)

Purchase Date ____ / ____ / ____

Installation Date ____ / ____ / ____

Radiator Type _____

Model Number _____

Customer Name _____

Installation Address _____

State _____ Postcode

Installer Name _____

Installer Ph No _____

Certificate of Compliance Number _____