

Electric Under-Tile Heating Cable Kit / Cable Mat Lifetime Warranty / Guarantee

Terms and Conditions of Warranty / Guarantee

The Cable Kit / Cable Mat are warranted for the Lifetime of the floor covering under which it is fitted, as long as the product is installed in accordance with our latest fitting instructions, and the installation conforms to Part P of the building regulations and current wiring regulations, with the exceptions provided below:

The Thermostat is guaranteed for a period of 5 Years, with the exceptions provided below:

Exceptions

If original purchaser sells the property the warranty will reduce to 10 years on the cables or mats from the original purchase date of the goods. The thermostat guarantee will stand.

The system is not protected by a Residual Current Device (RCD).

This Guarantee is not completed correctly by a competent person as above.

Floor Heating Systems Ltd is not responsible for:

- Damage or repair of a faulty installation
- Damage from atmospheric conditions or other conditions beyond our control (force majeure etc)
- Products installed outside of the United Kingdom
- Parts not supplied by ourselves
- Damage or repairs due to or caused by improper use
- Damage or failure due to interruption / inadequate electrical service

During the guarantee period we will repair either the heating cable or thermostat or (at our discretion) have parts replaced free of charge. The cost of repair or replacement is your only remedy under this guarantee which does not affect your statutory rights. Costs do not extend to any other than the cost of repair or replacement; it does not extend to costs of repairing / replacing any of the floor, sub-floor or its coverings. This guarantee must be available to Floor Heating Systems Ltd before any repair / replacement will be honoured.

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Instructions for completing the Warranty / Guarantee Certificate

Step 1 Complete section 1 overleaf, which is the contact details for both the installer and the client where the system has been installed. Ensure all information provided is complete and accurate with special attention to items listed below:

Signed This is the signature of the installer

Part P Reg This is the installers professional association registration number

Date This is the completion date of the underfloor heating installation

Client Details The name of the client and the installation address including the postcode **MUST** be complete.

Step 2 Complete section 2 overleaf, which is the heating element & floor probe test report. For each of the heating elements installed within the system i.e individual cables or mats operated by the same thermostat, resistance readings need to be taken and recorded in the relevant boxes in section 2. **ALL** boxes must be completed.

As with the heating elements, **ALL** boxes within the floor probe test report must be completed.

Step 3 The report needs to be submitted onto the guarantee database. This can be done online at: www.handy-heat.co.uk/warranty/

If you do not have internet access you can send a **copy** of the completed test report to us and we will submit the form onto the database on your behalf

Floor Heating Systems Ltd
Fairway Court, Wigwam Lane
Hucknall, Nottinghamshire
NG15 7TA

Step 4 Keep this original copy of the guarantee at the property where the heating system has been installed, for future reference

Lifetime Warranty / Guarantee Installation Test Report Sections 1 & 2

Section 1

Company Name:	
Installer Name:	
Address :	
Signed :	
Reg No:	Date:

Client Name:	
Address:	
City/Town:	
County:	
Postcode	Telephone:

Section 2

	Heating Element(s)						
	Cable Specification				Before Installation of floor covering	After Installation of floor covering	
	Cable Length or Mat Size m or m ²	Location	Total Wattage (W)	Labelled Resistance Ohms (Ω)	Cable Resistance Ohms (Ω)	Cable Resistance Ohms (Ω)	Insulation Resistance Mega Ohms (M Ω)
Cable / Mat 1							
Cable / Mat 2							
Cable / Mat 3							

Floor Probe	
Actual Reading Before Fitting Kilo Ohms (k Ω)	Actual Reading After Fitting Kilo Ohms (k Ω)