



## **Heated Towel Rail Warranty**

### **WARRANTY: 2 Year Protection**

This product carries a comprehensive 2 year warranty. Please read Warranty Policy carefully to ensure that you are fully aware of his rights and obligations when seeking to claim under a warranty or receive a refund or replacement for products purchased.

### **2 Year Product Warranty - Domestic Use**

This warranty applies to domestic residential installation. Under this Warranty for a period of 2 years from the date of purchase if the Product is found upon inspection by a THCI authorised representative to be defective in construction, materials, composition, or assembly the Product will be repaired or exchanged with the same or an equivalent product at no charge to the Purchaser. Warranty does not cover any labour or installation costs. For installations other than for domestic residential purposes, the Warranty period is 12 months.

### **Warranty Conditions**

The Warranty will apply only if the failure is due to a fault in the manufacture of the product, proof of purchase and the date of purchase is provided, and the claimant is the original purchaser of the Product, the installation and handling of the Product is done with due care and in accordance with the instructions provided, the claimed defect is reported by the Purchaser to THCI within 10 business days of discovering the defect, and if hard-wired, evidence provided that it was installed by a qualified and licensed electrician. This Warranty is void if the product is not used for the purpose for which it is designed.

### **Warranty Limitations**

Standard warranty limitations apply. The Warranty does not cover faults; damage or loss caused by normal wear and tear, misuse, improper or abnormal use or application; failure to follow correct installation, normal operating, or proper care instructions of the Product; inadequate maintenance; chemical, abrasive, or electrical influences, installation in part or whole by a person who is not qualified and licensed installer or in a situation that is not fully compliant with New Zealand standards; repairs or tampering by unauthorised technicians, or any modifications to the Product; nor any damage, such as due to an accident, poor storage, dampness, liquid, fire, misuse, vandalism, or a corrosive environment.

## Exclusions

To the maximum extent permitted by law, THCI excludes all liability for damage or injury to any person, damage to any property, and any indirect, consequential or other loss or damage.

## Security Warning

1. This product is used only for drying textile materials washed in water.
2. This product should be fixed only in areas away from water. DO NOT immerse in water.
3. If the power cord is damaged, in order to avoid danger, the cord must be repaired by an electrician or returned to the manufacturer.

## CARE Instructions

Your THCI Heated Towel Rail is constructed from high grade 304 stainless steel and is easy to keep clean. Do not attempt to clean when the product is on or the surface is hot.

### Polished Stainless Steel Finish

- Simply clean with soapy water or approved stainless steel cleaners
- Do not clean with solvents, alcohol, chemical or abrasive cleaners

### Matte Black Finish

- Simply clean with soapy water
- Avoid wax based cleaners as these will act to smooth out the matte finish
- Do not clean with solvents, alcohol, chemical or abrasive cleaners

**NOTE:** Damage to the surface from improper care is not covered by the product warranty

Register your full warranty on-line [www.theheatingcompany.co.nz](http://www.theheatingcompany.co.nz)

