



In-Concrete Heating Cable Warranty

Warranty General:

1. A 10-Year Manufactures Warranty applies to Authorised Installers from the date of invoiced goods.
2. Hotwire controllers carry a 2-Year Manufactures Warranty from the date of installation.
3. Installations must comply with THCI Terms of Trade, Warranty Policy, Installation Instructions and Claim process. All related documents and warranty forms (*) are available on line www.Theheatingcompany.co.nz.

This Warranty Does Not Include:

- If there is more than one fault in a heating cable or installation, it is 'extremely' unlikely that it will be a manufacture fault, but a fault caused by a 3rd party.
- If THCI accepts responsibility, the warranty will only cover the cost of the replacement or repair of product, and or, 'immediate' floor coverings and the Installing Company must have notified the customer prior to the installation and within the Installers Quotation/Warranty of such conditions, and the customer should have allowed for this in their planning.
- Calls to replace batteries programme or re-programme thermostats and/or controllers.
- Calls to correct electrical installation carried out by others.
- Calls to replace fuses or reset residual current devices or circuit breakers.
- Damage when the system has been serviced by anyone other than THCI, or our authorised service agent.
- Damage caused by others during construction, renovation, etc.
- Damage caused by unauthorised modification.
- Damage caused by accident, neglect, misuse, lightning strike or act of God, or other issues beyond our control.
- Any damage, which arises from the builders, or any other third party failing to comply with our site instructions, is also not included in our Warranty.
- If being used with coloured concrete floor finish, THCI cannot take any responsibility for any finished floor colouring.

Register your full warranty on-line www.Theheatingcompany.co.nz.