



## Radiance Radiant Panel Warranty

### Warranty General:

1. A 5-Year Warranty applies from the date of invoiced or sale of goods.
2. Hotwire controllers carry a 2-Year Manufacturers 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 online [www.theheatingcompany.co.nz](http://www.theheatingcompany.co.nz).
4. If THCI accepts responsibility, the warranty will only cover the cost of the replacement or repair of product. The Supply or Installing Company must notify the customer of these conditions in the original Installers Quotation, along with the product Warranty and conditions.

### This Warranty Does Not Include:

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 authorized 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.



"The Total Package"

[www.theheatingcompany.co.nz](http://www.theheatingcompany.co.nz)  
[enquiries@thci.co.nz](mailto:enquiries@thci.co.nz)