



Under Tile Heating Warranty

Warranty General:

All THCI products carry a comprehensive 25 year 'manufactures' Product Supply Warranty against manufacturer failure. Installations carried out by other parties carry a 10 Manufacturer's Product Supply Warranty.

All fault concerns, and or, Warranty Claims MUST be directed back to the Installation Company.

If for whatever reason you as the customer cannot contact the Installation Company, and THCI has to manage any fault inspection and warranty process, the cost to carry this out will be charged to the customer in the first instance, until any responsibility of fault can be proven.

Installers of our products carry a comprehensive 'Installation' warranty against installation failure, as will be shown on your original quotation, or as provided by the installer at the time of installation.

The following conditions and or exceptions apply:

1. Proof of purchase, supplier and installation company details.
2. The warranty may be transferable to secondary owners or occupier at THCI discretion by written application.
3. The warranty does not cover floor covering replacement cost or other subsequent damage. You must have 5 -10 spare tiles available for the purpose to remove any of the tiles to make a repair.
4. All finished floor covering needs to be able to withstand a maximum 27 Degrees C at point of contact with the heating installation, and it is the responsibility of the customer to confirm this tolerance with the floor covering supplier, such as laminated floors or vinyl coverings.
5. 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.
6. If THCI accepts responsibility, the warranty will only cover the cost of the replacement or repair of the heating elements. The Installing Company must notify the customer of these conditions in the original Installers Quotation/Warranty and the customer is responsible for keeping adequate spare floor coverings.
7. Nothing in this 25 year Warranty is intended to affect your rights under the Consumer Guarantees Act or any other law in New Zealand extending any product warranties or protections to you.
8. Hotwire controllers carry a 2-Year Manufacturers Warranty from the date of installation.

This Warranty Does Not Include:

- Calls to replace batteries or re-program 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, tilers, or any other third party failing to comply with our site instructions, is also not included in our Warranty.

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