



"The Total Package"

Installation Warranty Policy

THCI Statement & Warranty Qualification:

All THCI products are rigorously tested and are Standards compliant. All products are tested prior to delivery. THCI offers "full warranty support" and replacement of defective goods, however THCI does not take automatic responsibility for faults caused by Installers, and or, 3rd parties. THCI reseller's have an obligation to make Installer's aware of THCI Warranty Policy and Product Warranties, as does installation customers purchasing directly from THCI. This includes protection of goods prior to installation, compliance of procedure and taking Fault Management Responsibility and due diligence.

All related documents and warranty forms (*) are available on line www.Theheatingcompany.co.nz.

General:

As stated in THCI (ECC) Terms of Trade (*), the following Installation Warranty Policy applies to validate all THCI product manufacture warranties.

No warranties will be eligible for validation without complying with the following procedures and accompanied with recorded documentation.

All "individual" product installations need to comply with NZ Regulatory Standards and conditions and apply as shown below. Note all (*) mentioned documents are available from THCI and or on the THCI website.

Requirements & Conditions:

1. All individual installations need to comply with related Regulatory Standards (*). This is the responsibility of each Installer, not THCI. Current individual product compliance regulations, which includes "Installation Procedure".
2. All installations need to comply with THCI Installation Instructions(*)
3. THCI Terms of Trade (*) need to have been signed and complied with.
4. Installer's customers should have been supplied a copy of THC Product and Installation Warranties (*), as supplied by THCI, at the time of quotation, and or, installation.
5. All installations must have a signed COC where applicable.

Warranty Claims:

1. All Warranty claims, inspections and repairs must be managed by the Installer/Company, unless pre-arranged and agreed by THCI.
2. A Pre-Warranty Notification Form (*) needs to be received by THCI within 7 days of any customer fault notification. (Product, date installation, reported fault, customer, address, inspection date)
3. A Customer Warranty Form (*) must be signed by the customer prior to any investigations or repairs being actioned.
6. All THCI Warranty Claim Forms (*) must be fully completed and sent to THCI for inspection within 1 month of the Pre-Warranty Notification, unless conditions restrict this time frame and THCI has been notified of such.
7. All THCI Warranty Claim Forms must be accompanied with a copy of the customer's original quotation and warranty copy and product purchase invoice.

Disclaimer Note:

1. The THCI Manufacturers Warranty acceptance will be based on THCI Installation Warranty Policy and Design and Installation Instruction compliance and if the fault is "proven" to be a "manufacturing fault".
2. The responsibility of all 3rd parties, including all trades, complying with the Installation Warranty Policy will be the responsibility of the Installer.
3. The THCI Manufacturers Warranty does not cover repaired faults that may fail at a later date, as this will be the warranty responsibility of the person or company that undertook the initial repair.

4. If THCI or designated person is required to inspect, and or, repair any defects that are proven to be caused by another party, and if the customer will not cover such costs, as dictated by the Customer Warranty Form, then all costs will be chargeable to the Installer.
5. THCI reserves the right to have any claim, independently inspected to determine responsibility of fault.
6. A) If THCI accepts responsibility, the warranty will only cover the cost of the replacement or repair of product, and or, 'immediate' floor coverings, and or refund the original purchase price. The Installing Company must notify the customer of these conditions in the original Installers Quotation/Warranty and to notify the customer is responsible for keeping adequate spare floor coverings.
B) THCI needs to pre-approve 3rd party trades labour/travel and material costs.
C) Any accepted Installers labour/travel and material remuneration will be credit on the THCI account, unless previously arranged.
7. The final onus of fault responsibility, without being unreasonable, will be at the discretion of THCI.



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