

Warranty

Our warranty

This warranty is given by Thermosoft Australia Pty Ltd ABN 90 657 190 004 (we, our or us). It applies to goods and services that we supply to customers in Australia.

You are entitled to a replacement or refund if there is a major failure in our goods. You are also entitled to have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty applies during the warranty period and is subject to the warranty limitations and limitations of liability below.

We limit our liability for indirect and consequential losses, loss of profit or any reasonably foreseeable losses to the full extent permitted by the law.

Statutory warranty for consumers

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

Your benefits as a consumer under this warranty are in addition to your other rights and remedies under a law in relation to the goods or services to which this warranty related.

Warranty period

For Purmo heating products, LVI radiators and FINIMETAL Towel Rails:



10 years from the date the goods are purchased, in the case of the radiator or towel rail body.



2 years from the date the goods are purchased, in the case of electronic components and any spare parts sold separately. This includes, for example, side covers, top grilles, plastic clips, plugs, fixing parts and electric and electronic components.

For services:

- 12 months from the date of repair services or until the end of the initial warranty period for the repaired goods, whichever is later.

Costs of claiming the warranty

You must bear the cost of returning the goods to us for a warranty claim and we will bear the reasonable costs of returning the goods to you if we accept the claim.

If the goods are not covered by the warranty, you will be responsible for the costs of repairs, parts, handling and transport. If our initial evaluation is that the warranty will not apply, we may require a purchase order and payment for the anticipated costs before we inspect or repair the goods. We may hold the goods until our costs are paid.

Warranty

Warranty limitations

Generally, the warranty may not apply if:

- the goods are not stored or transported in dry conditions;
- mechanical damage to the goods is caused by misuse (for example, due to an overload as a result of sitting on the radiator or towel rail);
- a defect in the goods is the result of ordinary wear and tear, external factors, or causes damage that could be avoided if you were to promptly notify us of the defect; or
- the goods are used other than in accordance with our instructions or specifications, in abnormal conditions, operated above their rated capacity, or improperly installed or maintained.

In addition, in the case of radiators and towel rails, the warranty may not apply if:

- the goods are not mounted in compliance with the instruction manual and Australian standards;
- the goods are used for heating outside of normal indoor environments; or
- the goods are subject to internal or external corrosion or deformation caused by excessive force or pressure;
- the goods are exposed to corrosive substance activity or permanent or temporary moistness (for example, where the goods are installed in commercial laundries, public toilets, or other rooms with high activity of corrosive substances in the air).

None of these limitations on the warranty will apply if they restrict or exclude your rights under the Australian Consumer Law or any other legislation.

Repairs

We generally use new goods and parts for replacements and repairs. However, in some cases, goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If the goods are capable of retaining user-generated data, repair of the goods may result in loss of the data

Instructions for use

Radiators and convectors require periodic cleaning. It is recommended to use only soft and gentle fabrics that can be slightly moistened. For cleaning the radiators and towel rails it is not advised to use aggressive or corrosive agents (e.g. acidic solvents or agents with chlorine). Panel radiators cannot be used for drying wet or damp objects put on the radiator. We do not accept claims for damages to painted surfaces due to improper handling or maintenance.

Warranty claim procedure

To make a warranty claim, please contact us and provide an invoice as proof of purchase. We may also require photographs of goods that you claim are defective and we may inspect the area in which the goods are mounted.

The goods are to be returned to our office or an address nominated by us. Our contact details are:

Freecall: 1800 951 439

Email: info@lvithermosoft.com.au

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