

Warranty Information

Thermogroup covers all its products with a satisfaction guarantee. In addition, Thermogroup will supply a replacement product where a fault is shown to be caused by faulty manufacture, materials, or workmanship providing the goods have been installed correctly & according to the installation instructions. This guarantee does not include removal, freight or installation costs. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Guarantee Information

All Thermogroup products are covered by the warranty period as stated in this book.

If the product develops a fault within the warranty period due to normal wear and tear, Thermogroup at its discretion will recognise whether it's a faulty product or not. If it is impossible or not economical for the manufacturer to repair the product, the manufacturer will replace the faulty product with a new unit of the same model or if there is no stock available of the same model as the product, the manufacturer will replace the product with a new unit of a similar size. No responsibility can be taken for altered dimensions and lining up of existing holes.

The repair service offered within the warranty period only covers the faults and problems as developed from the manufacturer's errors. Any damage caused by improper use or carelessness or incorrect installation is not covered.

Thermogroup is not responsible for any monetary loss or injuries caused by improper use of this product.

Thermogroup are not held accountable for:

- a. Damages or repairs as a result of incorrect installation or application.
- b. Damages as a result of floods, fires, winds, lightning, accidents, corrosive atmosphere or any other conditions/ situations deemed beyond the control of Thermogroup.
- c. Use of incompatible components or accessories.
- d. Products installed outside of Australia.
- e. Normal maintenance and care procedures as described in the installation guide.
- f. Parts not supplied or designated by Thermogroup.
- g. Damages or repair required as a direct result of any improper maintenance, operation or servicing.

- Failure to power up or start as a result of inadequate/interruption of electrical service.
- Changes in the appearance of the product that do not directly affect the performance of the product.

For any technical enquiries or floor heating issues contact our Technical Helpline on **1300 989 464**.

Underfloor Heating Warranty Information

Lifetime Cable Warranty

The Thermogroup Lifetime Warranty guarantees the Underfloor Heating Cable will remain free from defects in workmanship and materials under normal use and maintenance, and is guaranteed to remain in full working order subject to conditions and limitations. The cable is guaranteed for the lifetime of the floor covering under which it is originally fitted. Thermogroup Lifetime Warranties applies if:

- The product is registered within 60 days of installation; and
- Only if the heating cable has been properly earthed and protected by a Residual Current Device (RCD) at all times.

All Thermogroup lifetime warranties become void if the floor covering under which the heating cable is originally fitted is damaged, lifted, replaced, repaired or covered with additional layers of flooring. The Thermogroup Lifetime Warranty does not cover accidental damage, including but not limited to damage caused by lifting, replacing, repairing the original covering laid after installation. The Thermogroup Lifetime Warranty does not cover damage caused during installation, tiling or installation of any floor covering. Therefore, it is important to adhere strictly to the installation guide provided and follow the full test procedure detailed in the installation guide before, during and after installation. Failure to do so will void the product warranty. Thermogroup are, in no event, liable for incidental or consequential damages, including but not limited to extra utility charges or damages to property.

Thermostat Warranty Information

3 Year Replacement Warranty

The Thermotouch 3 Year Warranty guarantees the Thermotouch Thermostat will remain free from defects in workmanship and materials under normal use and maintenance, and is guaranteed to remain in full working object subject to conditions and limitations.

The Thermotouch 3 Year Warranty does not cover accidental damage, including but not limited to damage caused by installation, removal or cleaning of the unit. Therefore, it is important to adhere strictly to the installation guide provided. Failure to do so will void the product warranty. Thermogroup are, in no event, liable for incidental or consequential damages, including but not limited to extra utility charges or damages to property.

Space Heating Warranty Information

2 Year Replacement Warranty

Thermofan Fan Heaters are covered by a 2 year replacement warranty where there is a fault caused by manufacture, materials or workmanship providing the goods have been installed correctly and according to installation instructions. The warranty only covers the faults and problems as developed from the manufacturer's errors, and any damage caused by improper use,

carelessness or incorrect wiring is not covered. The Thermomat heated carpet mats are covered by a 2 Year replacement warranty. This covers the electrical components but does not warrant against damage caused by wear or tear.

Thermorail Heated Towel Rails Warranty Information

10 Year Warranty

Standard Thermorail Polished Stainless Steel Rails are covered by a 10 Year replacement warranty. This covers the rail body, finish, and the element. This warranty does not apply to the independent 12V transformer (12V models only). This applies to the following products.

- Polished Stainless Steel Single Bar Rails
- Polished Stainless Steel Vertical Rails
- Polished Stainless Steel 12V Ladder Rails
- Polished Stainless Steel Ladder Rails
- Themorad Towel Dryer

7 Year Warranty

Standard Plated/Coloured and Budget Ladder Rails are covered by a 7 Year replacement warranty. This covers the plated finish, the rail body, and the element. This warranty does not apply to the independent 12V transformer (12V models only). This applies to the following products.

- Brushed, Black, White, Brushed Gold, Gun Metal, Brushed Brass and Brushed Nickel Single and Vertical Bar Rails
- Black, Brushed, White, Brushed Gold, Gun Metal, Brushed Brass, Brushed Nickel and Rose Gold Ladder Rails
- 240V Budget Ladder Rails
- Free Standing Rails Floor-to-Ceiling Rail

5 Year Warranty

All custom-plated rails have a 5 Year replacement warranty. This covers the plated finish, the rail body, and the element. This applies to the following products.

- Vertical/single Bar Plated Range
- Ladder Plated Range

Transformer Warranty

All Low Voltage (12Volt) rails are supplied with a 12V driver/transformer. This is covered by a 12 Month warranty only.

Timer Warranty

Timer warranty periods differ to the towel rail warranties. Installing a towel rail with or without a timer does not impact the warranty period of the towel rail.

- TRTS, TRTSL, TRTSB are covered by a two-year warranty.
- EB11 is covered by a three-year warranty.
- ET12C, ET12CB & 5289 are covered by a one-year warranty

Ablaze Mirror Warranty Information

10 Year Warranty

The Thermomirror Demister Pads are covered by a 10 Year replacement warranty.

5 Year Warranty

The Thermomirror 12V Demister Pad in 5312 & 5312P are covered by a 5 Year replacement warranty. This excludes the warranty on the mirror and transformer, these are covered by a 12 month warranty.

3 Year Warranty

The Premium Back-Lit Mirrors are covered by a 3 Year replacement warranty. This covers the mirror and electrical components.

2 Year Warranty

The Frameless Mirrors are covered by a 2 Year replacement warranty.

1 Year Warranty

The Magnifying and Black Frame mirrors are covered by a 1 Year replacement warranty. This covers the mirror and electrical components.