

## Hotwire Under Carpet Heating Warranty

- The Warranty period for Hotwire Under Carpet Heating (UCH) is five years (5) from the installation date and the thermostat/controllers is two years (2) from installation date.
- All warranty claims are required to be made in writing with a description of fault and explanation of cause if known.
- Proof of purchase must accompany any claim.
- This warranty is automatically transferred to the first owner by the developer or builder. Thereafter the warranty will only be transferable on application to THCI in writing by the new owner. In order for THCI to accept the change of owner application, all under carpet mats (UCH) will require testing by a THCI Dealer at the new owners cost before acceptance by THCI.

### **The Warranty applies only if:**

- Your UCH mats have been earthed and protected by a Residual Current Device (RCD) at all times.
- The floor coverings over the mats have not been damaged, lifted, replaced, repaired or covered with additional layers of flooring.
- The products are installed as per our site and installation instructions and signed off by your installer.

### **If the warranty applies THCI will:**

- Arrange for your mat to be either repaired or replaced free of charge.
- Meets the costs of the repair or replacement of your under carpet heating.

### **THCI is not responsible for:**

- Damage done as a consequence of faulty installation or design of the mats.
- Damage done as a result of environmental factors which are beyond THCI's control
- Use of any components which are not compatible or supplied or specified with Hotwire UCH.
- Damage done by any third party (Builders, Electricians carpet layers etc. ) failing to comply with THCI site instructions.
- Units installed outside New Zealand.
- Damage done by improper use, maintenance, operation or servicing of your mats.
- Incidental or consequential damage of any kind, including but not limited to costs or expenses resulting from damage to any property.

### **This warranty does not include:**

- Calls to replace batteries or to program or re-program thermostats / Controllers.
- Calls to correct electrical installations 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 our authorised service agents.
- Damage caused by others during construction , renovations etc.
- Damage caused by unauthorised modification.
- Damage caused by accident, neglect, misuse, lightning strike, interruption of, or inadequate power supply or act of god.
- Travel expenses of our authorised agents if the warranty claim is not accepted.

This warranty is in addition to your legal rights.