

Warranty Terms and Conditions

Caradon Stelrad BV guarantees that all its products comply with the technical specifications stated in the product documentation and that its services are performed with the required care and professional expertise. Minor deviations in colour, quality or dimensions of products are reserved and shall not constitute a defect.

For all our products, the following applies:

- statutory conformity rights remain fully in force;
- the commercial guarantee is additional to those statutory rights;
- the commercial guarantee does not restrict statutory consumer rights;
- the commercial guarantee exclusively governs the additional obligations of Caradon Stelrad BV as producer;
- the guarantee period commences on the invoice date.

1. Statutory and commercial guarantee period per product group:

Product	Statutory conformity rights	Commercial guarantee
Panel radiator	In accordance with applicable national law	10 years
Fan coil convector	In accordance with applicable national law	4 years
Hydronic tubular radiator	In accordance with applicable national law	10 years
Electric radiator	In accordance with applicable national law	None
Hybrid radiator	In accordance with applicable national law	None
Accessories	In accordance with applicable national law	None

2. The appliances sold by Stelrad are guaranteed subject to the following conditions:

- Leakages resulting from a manufacturing defect. In the event of leakage caused by an installation error and/or lack of maintenance and/or misuse and/or unauthorised modifications and/or repairs, this guarantee shall lapse. The guarantee shall also lapse in the event of defects caused by external influences.
- Rust formation on the painted surface of the appliance. Appliances installed in a damp room and/or in an aggressive ambient atmosphere are excluded. The guarantee also does not apply to appliances where the flow temperature and/or maximum operating pressure is higher than specified in the technical documentation and/or where the painted surface of the appliance is damaged as a result of incorrect installation and/or maintenance and/or use, or for any other reason.

3. Furthermore, without prejudice to the foregoing, the following instructions must be strictly complied with during installation and/or use:

- The maximum installation pressure and flow temperature, as well as the minimum flow temperature, must fall within the range described in the technical documentation;
- The appliance must be professionally installed and in accordance with national legislation (NBN D 30-100, VDI 2035, BS 5449, DTU 65);
- The heating system (pipes, radiators, etc.) must be cleaned with a universal cleaner before it is finally put into operation. The system must then be filled with fresh water with the addition of an inhibitor, in order to adequately prevent problems such as internal corrosion, limescale deposits and similar issues.
- All plastic sealing plugs in the connection points of the appliance must be removed and replaced by metal (Stelrad) sealing plugs.
- During and after filling the heating system, all seals of the appliance (valve, air vent, sealing plug, etc.), as well as the connections between the appliance and other parts of the heating system, must be checked for functionality and watertightness.
- All supplied wall brackets and accessories (plugs, screws, saddle strips, etc.) must be used.
- The mounting wall must be sufficiently stable.
- After filling, the installation must be fully vented by venting each appliance individually. The installation must be and remain oxygen-free. There must be no possibility of oxygen or air ingress.
- The appliance must never be cleaned with any product containing solvents, acids or other corrosive substances.

- (j) No ceramic air humidifiers or other wet or water-permeable objects or elements may be fitted that are in direct contact with the painted surface of the appliance.
- (k) Appliances damaged upon delivery must be reported immediately (within 8 days) to the manufacturer in accordance with the appropriate procedure (see also point 7).
- (l) The appliance may only be used as a radiant and convective heat element.
- (m) For safety reasons, it is prohibited to use the radiators, including towel radiators, as a climbing frame or ladder.
- (n) The design of the appliance may not be modified without the manufacturer's prior written approval.

4. In all cases, only the installer shall be responsible for errors and shortcomings during and/or resulting from installation.

5. We also provide a number of installation and maintenance tips which will certainly benefit the service life of your appliance:

- (a) Handle and transport the appliance with extra care. Do not drag the appliance across the floor. Always move the appliance in an upright position. Do not place load on the corners of the appliance during transport. Damage, including to the paintwork, may cause rust formation in the short or long term.
- (b) Carry out thorough maintenance of the installation at least once a year and check the functionality of the installation. Check that no elements or connections are leaking.
- (c) After commissioning, always keep the appliance filled with water. This prevents the inside of the appliance from coming into contact with air and avoids the formation of internal corrosion.
- (d) Our appliances may not be stored outdoors (rain) or in damp rooms. If visible moisture ingress is detected, the packaging must be opened immediately so that the appliances can dry.
- (e) Keep appliances in operation during the winter period in order to avoid frost damage.

6. Under no circumstances can the guarantee be considered if the appliances:

- (a) are within splash range;
 - (b) are exposed to water jets, abnormally high humidity or chemical or other aggressive substances,
- unless the appliances specifically comply, in accordance with our instructions, with the requirements imposed by such an environment.

7. Under no circumstances shall the purchaser be entitled to any compensation for consequential damage.

If the defects identified are attributable to damage or improper use or lack of maintenance by the purchaser or by third parties, and if repairs, transformations or modifications have been carried out to the appliances by the purchaser or by third parties without our prior written consent, this guarantee shall automatically cease to exist.

Malfunctions, leakages or damage arising during installation, during or after the guarantee period, as a result of incorrect installation and/or incorrect use and/or incorrect maintenance shall not be compensated.

8. The guarantee for Stelrad accessories shall lapse entirely where the product is used in combination with a non-Stelrad product.

9. Stelrad's commercial guarantee applies exclusively to defects resulting from material, manufacturing or construction defects that occur within the applicable guarantee period.

Stelrad shall, at its own discretion, repair, replace or otherwise settle a justified defect in a reasonable manner. The commercial guarantee applies only if the product has been installed, used and maintained in accordance with Stelrad's applicable installation, use, maintenance and safety instructions. The guarantee does not apply to normal wear and tear, improper use, incorrect installation, external influences, modifications by third parties or other circumstances outside Stelrad's sphere of influence. The commercial guarantee leaves consumers' statutory conformity rights fully unaffected.