

# TOTAL CARE WARRANTY FOR FLOOR HEATING PRODUCTS

nVent<sup>1</sup> provides a **12 year Total Care Warranty** for all products listed below to conform to the specification, when such products are properly installed by a duly qualified<sup>2</sup> electrician and in accordance with nVent's installation instructions. **Additionally the Registration Form below should be completed, (stamped) and signed by the qualified electrician, who carried out the installation, and saved by the owner of the building, together with a copy of the relevant invoice, photographs and/or sketches,** showing the products in its entirety after installation however before covering with flooring material.



## **A TWELVE (12) YEAR TOTAL CARE WARRANTY FROM THE DATE OF PURCHASE IS AVAILABLE ON THE FOLLOWING PRODUCTS:**

Brand	Type	Products
nVent RAYCHEM	Heating cables	<ul style="list-style-type: none"> <li>• T2Blue heating cables and heating mats</li> <li>• QuickNet heating mats</li> <li>• T2Green heating cables</li> <li>• T2Red heating cables and heating mats</li> <li>• CeraPro heating cables</li> </ul>
RAYCHEM	Insulation plates	<ul style="list-style-type: none"> <li>• Reflecta insulation panels</li> </ul>
RAYCHEM	Thermostats	<ul style="list-style-type: none"> <li>• R-TE</li> <li>• NRG-DM</li> <li>• GREEN-LEAF</li> <li>• SENZ, SENZ-WIFI</li> </ul>

("the Products").

The present Warranty shall be valid for installations in the EU, EFTA and the CIS countries, after January 1<sup>st</sup>, 2010; starting from the original installation date of the Products.

### **If it is determined that a defect arose in the Products during the Warranty period, nVent:**

1. Will examine and confirm that any alleged product issue covered by this Warranty actually exists and occurred in the course of proper and normal use and was not caused by accident, misuse, neglect, alteration or improper installation, operation, maintenance, repair or testing by an unqualified electrician or such other cause outside of the responsibility of nVent under this Warranty;
2. Will undertake to repair or replace the Products at nVent's option, at no cost to the Buyer. In order to remedy the defect, nVent must have access to 1m<sup>2</sup> of the floor covering material. nVent reserves the right to determine the appropriate technical solution in order to restore the function of the heating system;
3. Will undertake to restore the floor in its original state or, if not possible to an equivalent standard, at no cost to the Buyer.
4. Will, in case of thermostats, supply a new thermostat.

### **The warranty does not apply:**

1. To installations, alterations or repairs that have been carried out by an unqualified electrician.
2. To Products subject to misuse, neglect, vandalism, fire, lightning, water damage, alteration, improper installation, an incorrect floor construction or the use of incorrect materials, or such other act or omission not attributable to nVent.
3. To Products subject to unauthorised modification or alteration - either directly or indirectly - by the installer, the end user or a third party.

nVent shall in no case be liable to any party for any loss of profit, loss of business, loss or damage to goodwill, or increased costs or for any indirect, special, punitive or consequential losses or damages, howsoever arising.

In the event of the warranty being invoked, contact the nearest nVent office (see contact details on the back of the installation instructions) and present the completed Warranty Registration Form, Commissioning Form and purchase invoice.

The Buyer may have legal rights under the applicable national legislation governing the sale of consumer goods. Those rights are not affected by the present warranty.

<sup>1</sup> Guarantor: nVent Flow Control AG with registered offices located in Avenue de Sévelin 18, 1004 Lausanne, Switzerland.

<sup>2</sup> Qualified electrician shall mean any person duly educated and specialised in the design, installation and maintenance of electrical systems, infrastructure and related equipment.

# TOTAL CARE WARRANTY FOR FLOOR HEATING PRODUCTS INSTALLED BY “CERTIFIED PRO” INSTALLERS



For the products (listed below), installed by an approved “Certified PRO” installer, an extension of the TOTAL CARE warranty period is available, if an online warranty registration form is completed at [nVent.com](http://nVent.com) within thirty (30) days from the date of installation.

This extended warranty is only valid for products purchased and installed within EU, CIS, or EFTA countries after January 1<sup>st</sup>, 2010.



## A TWENTY (20) YEAR TOTAL CARE WARRANTY FROM THE DATE OF INSTALLATION IS AVAILABLE ON THE FOLLOWING PRODUCTS:

Brand	Type	Products
RAYCHEM	Heating cables	<ul style="list-style-type: none"> <li>• T2Blue heating cables and heating mats</li> <li>• QuickNet heating mats</li> <li>• T2Green heating cables</li> <li>• T2Red heating cables and heating mats</li> <li>• CeraPro heating cables</li> </ul>
RAYCHEM	Insulation plates	<ul style="list-style-type: none"> <li>• Reflecta insulation panels</li> </ul>
RAYCHEM	Thermostats	<ul style="list-style-type: none"> <li>• R-TE</li> <li>• NRG-DM</li> <li>• GREEN-LEAF</li> <li>• SENZ, SENZ-WIFI</li> </ul>

### United Kingdom

Tel 0800 969 013  
 Fax 0800 968 624  
[salesthermalUK@nvent.com](mailto:salesthermalUK@nvent.com)

### Ireland

Tel 1800 654 241  
 Fax 1800 654 240  
[salesIE@nvent.com](mailto:salesIE@nvent.com)



[nVent.com](http://nVent.com)

Our powerful portfolio of brands:

CADDY ERICO HOFFMAN RAYCHEM SCHROFF TRACER