

GUARANTEE

PRODUCT GUARANTEE

Speedheat gives the purchaser contracting for the supply and installation of the Speedheat heating system the following guarantee subject to the conditions stated below:

1. The Speedheat system products were free of all defects at the time they were supplied. The products will be deemed to be defect free if no defect has been detected and reported to Speedheat within 60 (sixty) months of installation in terms of 7 below.
2. All auxiliary or control mechanisms such as thermostats, time clocks and relays were free of all defects at the date they were supplied. All such items will be deemed to be defect free if no defect has been detected and reported to Speedheat within 12 (twelve) months of installation in terms of 7 below.
3. The heating system will function in accordance with Speedheat specifications. This guarantee will be deemed to have been fulfilled if no deficit in its functioning is detected and reported to Speedheat within 60 (sixty) months of installation in terms of 7 below.
4. The following are the conditions of this guarantee: That the panels and other constituent parts were supplied and the product installed by an accredited Franchise of Speedheat products; that the installation has been carried out according to the standard specifications and directions as laid down by Speedheat; that the purchaser completes and signs the attached guarantee registration form, and that the form is returned to the Speedheat Franchise within 21 (twenty one) days of commissioning the system.
5. In settlement of its obligations under the guarantee set out in 1 or 2 above, Speedheat shall at its option either:
 - a. Repair or replace without charge the defective part or
 - b. Pay the purchaser a sum equal to the price of the defective part as charged by the Franchise at the time of installation.
6. In settlement of its obligation under the guarantee set out in 3 above, Speedheat shall at its option either:
 - a. Repair or replace that part of the installation not properly functioning or
 - b. Pay the purchaser a sum equal to the contract price for the supply and installation of the heater or, if there is only partial malfunction, a sum equal to a reasonable proportion of the contract price as allocated by the Franchise to the malfunction.
7. Claims under this guarantee must be lodged with Speedheat, in writing, within the period prescribed. Full particulars must be given and a copy of the Franchisee's invoice must be enclosed.
8. Speedheat's liability to the purchaser is limited to what is proved in this guarantee. By the signature on the guarantee registration form the purchaser agrees that Speedheat shall not be liable for any other or additional damages suffered by the purchaser caused by any defects in the heaters, the installation itself or any constituent part of it. Without limiting that exclusion, Speedheat shall not be liable to compensate the purchaser for, or to repair or to replace any damaged carpets, underlay, floor coverings, floors, furniture or any other item damaged or destroyed as a result of any such defects.
9. Please note that damage or repair to a heater by another party voids this guarantee. Repairs done by Speedheat to rectify such damage cannot be guaranteed and will be charged for the client's account.
10. The guarantee is subject to the purchaser adhering to the safety guidelines and safety instructions on the reverse side of this guarantee, and also to the safety guidelines and instructions, and instructions for the thermostats to be passed on to new owners and tenants of the dwelling.



1800 85 75 65

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Guarantee

SAFETY GUIDELINES

Congratulations on purchasing the most sophisticated electrical floor heating system available today. Treat electrical appliances with respect inappropriate use may cause damage. Please take the time to read the safety guidelines and instructions before operating the system, this way you will avoid the risk of any damage to the heaters or the floor, ensure compliance with the Speedheat guarantee and also ensure many years of trouble free service from your new heating system.

Floor heating was invented by the Romans by circulating hot water through lead pipes in the floor. Today's systems however, boast major important advances. The heating element is much closer to the floor surface; consequently the floor warms up much faster, heating less concrete and making it much more responsive. Modern insulation technology also means more heat is retained in the room, minimising heat loss and creating a more comfortable and pleasant heated environment. It is important to remember that by eliminating the sources of heat loss, such as lack of blinds or curtains, open windows, no ceiling insulation, open chimneys, ceiling ventilation grilles and ducts will enhance the operation of the system as well as reducing operating costs. Your heaters are completely safe and will provide warmth and comfort; however there are a few simple precautions that need to be adhered to:

- ▶The placing of dense insulating objects such as thick rugs, bean bags and sleeping bags on top of your heated floor will negatively affect the heater's effectiveness.
- ▶Replacing tiles through accidental damage may, if not done properly, cause damage to the heating element. Please contact your Franchise before undertaking such work.
- ▶Use a chairmat protector for roller castor chairs over carpets with heaters.
- ▶Never leave an infant or a person with limited mobility on top of the heated floor.
- ▶Never cover the heated floor with an insulator such as a pillow or duvet for more than two hours.
- ▶Never place furniture without legs or solid stone table bases on top of the heated floor.
- ▶Never use the floor heater to dry out your carpets.
- ▶Never use the heater if it is damaged or when you detect a burning smell.
- ▶Never use the heater without a thermostat
- ▶Never use the heater without an earth leakage circuit breaker (ELCB) or residual current detector (RCD).
- ▶Never cover the floor with a loose lay rug unless it is thin, as the heat will not dissipate and this may cause the element to burn out.

This heating system conforms to current safety requirements. If in any doubt about your heating system, please contact the Customer help line on Free call 1800 85 75 65.

SAFETY INSTRUCTIONS

This is a 240V electrical heating system and must at all times be connected through a functioning safety switch also called a Residual Current Device (RCD) or Earth Leakage Circuit breaker (ELCB).

- ▶DO NOT cover large areas of the floor with dense insulating items while the system is switched on i.e. Bean bags, water beds, sleeping bags, heavy rugs etc. This could cause the element to burn out and/or discolour the carpet
- ▶DO NOT drive sharp objects into the floor i.e. Nails, staples or screws. Pick up loose needles, pins and staples.
- ▶DO NOT drag heavy furniture over the carpets which could crease the heater and cause the element to burn out.
- ▶DO NOT allow use by unsupervised children unless you are confident of their ability and they have been sufficiently well instructed in the use of the system. Do not allow children to sleep on the heated floors.
- ▶DO NOT use the product for any other purpose than the one for which it was intended.
- ▶DO pass this information and operating instructions for thermostats on to new owners and tenants of the dwelling.

IMPORTANT: The Speedheat guarantee is subject to the purchaser adhering to the above Safety Guidelines and Safety Instructions.