



WARRANTY – UNDERFLOOR HEATING MAT

- o The Philex Heating mat is guaranteed to be free of manufacturing defects for a period of 10 years from date of purchase.
- o The thermostat is guaranteed to be free of manufacturing defects for a period of 2 years from date of purchase.
- o This warranty is subject to confirmation that all electrical work and connections have been undertaken by a qualified electrician in accordance with IEE regulations and in accordance with these installation instructions. Your mat must also be protected by a suitable RCCD.

Ensure that all installation work is compliant with current IEE wiring regulations and installations must comply with Part 'P' of the Building Regulations. You should retain your Part 'P' certificate as proof of this and send a copy with your registration card.

NOTE - the instructions have a section which must be completed with the name, company, address and signature of the installation electrician. Proof of purchase would be required with the warranty card, showing the purchase date.

- o This warranty does not cover faults caused by incorrect installation or accidental damage. Statutory rights are not affected.

This warranty applies:

1. Only if the unit is registered with Philex within seventy five (75) days after purchase. Filling out the card accompanying this warranty in its entirety will complete registration. In the event of a claim, proof of purchase is required, i.e. invoice and receipt. Such invoice and receipt should state the exact model that was purchased; and
2. Only for the duration of the Lifetime of the floor covering under which it was originally installed if the purchaser of the heater remains the owner of the residence in which it was installed. If the original purchaser sells such residence, the warranty will transfer and continue for the duration of the 10 years from date of purchase.
3. Only if the heater has been grounded and protected by a RCCD (residual current circuit breaker) at all times.


COVERAGE

- 1) The warranty period begins on the date of purchase. Registration is effective only when a letter of confirmation is sent by Philex.
- 2) The Philex Underfloor Heating mat is guaranteed by Philex Electronic Ltd. to be free from defects in materials and workmanship under normal use and maintenance for ten (10) years, provided the Product is installed in accordance with these instructions and all applicable local building and electrical regulations; and
- 3) Providing the Philex Underfloor Heating mat is installed under ceramic tile, marble or natural stone surfaces.
- 4) During the period of Warranty, Philex will arrange for the Heating mat to be repaired or (at its discretion) have parts replaced free of charge. The costs of repair or replacements are your only remedy under this Warranty. Such cost does not extend to any cost other than direct cost of repair or replacement by Philex and does not extend to costs of relaying, replacing or repairing any floor covering or floor.
- 5) If Philex determines the repair of the product is not feasible; we will replace the product with equal or similar features and functionality at Philex' sole discretion. PHILEX' MAXIMUM LIABILITY IS LIMITED TO THE ORIGINAL PURCHASE PRICE OF THE HEATING MAT KIT.

EXCLUSIONS

Philex Electronic Ltd. shall in no event be liable for incidental or consequential damages, including but not limited to extra utility expenses or damages to property. This Warranty is null and void if

- 1) The floor covering over the heater(s) is damaged, lifted, replaced, repaired or covered with subsequent layers of flooring.
- 2) The heater fails due to damage caused during installation or tiling. It is therefore essential to check that the heater is working (as specified in the installation manual) prior to tiling.

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- 3) Damage as a result of floods, fires, winds, lightning, accidents, corrosive atmosphere or other conditions beyond the control of Philex.
 - 4) Use of components or accessories not compatible with the heater
 - 5) Philex products installed outside the United Kingdom.
 - 6) Parts not supplied or designated by Philex
 - 7) Damage or repair required as a result of any improper use, maintenance, operation or servicing.
 - 8) Failure to start due to interruption and/or inadequate electrical service.
 - 9) Any damage caused by frozen or broken water pipes in the event of equipment failure.
 - 10) Changes in the appearance of the product that does not affect its performance.
 - 11) The owner, or his/her designated representative, attempts to repair the product without receiving prior authorization from Philex. Upon notification of a repair problem, Philex Electronic Ltd. will issue an Authorization to Proceed under the terms of this Warranty.

If Philex is required to inspect or repair any defects caused by any exclusions referenced above, all work will be fully chargeable at Philex' inspection and repair rates then in effect.

PHILEX ELECTRONIC LTD. DISCLAIMS ANY WARRANTY NOT PROVIDED HEREIN, INCLUDING ANY IMPLIED WARRANTY OF THE MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. PHILEX ELECTRONIC LTD. FURTHER DISCLAIMS ANY RESPONSIBILITY FOR SPECIAL, INDIRECT, SECONDARY, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING FROM OWNERSHIP OR USE OF THIS PRODUCT, INCLUDING INCONVENIENCE OR LOSS OF USE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE FACE OF THIS DOCUMENT.

DUE TO DIFFERENCES IN BUILDING AND FLOOR INSULATION, CLIMATE AND FLOOR COVERINGS, PHILEX MAKES NO REPRESENTATION THAT THE FLOOR TEMPERATURE WILL ACHIEVE ANY PARTICULAR TEMPERATURE OR TEMPERATURE RISE. USERS MAY OR MAY NOT BE SATISFIED WITH THE FLOOR WARMTH THAT IS PRODUCED.

PHILEX ELECTRONIC LTD. DOES WARRANT THAT ALL HEATERS WILL PRODUCE THE RATED WATT OUTPUT LISTED ON THE HEATER NAMEPLATE, WHEN OPERATED AT THE RATED VOLTAGE.

TERMS AND CONDITIONS

Shipping Discrepancies: Incoming materials should be inventoried for completeness and for possible shipping damage. Any visible damages or shortages must be noted prior to accepting the material. Any discrepancy concerning type or quantity of material shipped, must be brought to the attention of your Philex reseller within 15 days of the shipping date entered on the packing slip for the order.

Miscellaneous: The terms of this limited Warranty are exclusive and supercede any other warranty or terms and conditions relating to the subject matter whether included in a purchase order for this product or in any other document or statement.

Upon receiving a valid Warranty Registration Card and proof of purchase, Philex Electronic Ltd. will issue a Warranty Certificate and Reference Number which is to be quoted in any further warranty related communications. To make a warranty claim contact :

The Warranty Department
Philex Electronic Ltd.
Philex House
Kingfisher Wharf
London Road
Bedford MK42 0NX

Tel.: 08457 573 479 (local rate number in the UK) Email: heating@philex.com