

Warranty Terms & Conditions

The Thermogroup Lifetime Warranty guarantees Thermonet Underfloor Heating Mats to remain free from defects in workmanship and materials under normal use and maintenance, and is guaranteed to remain in full working order subject to the conditions and limitations below:

Thermonet Underfloor Heating Mats are guaranteed for the Lifetime of the floor covering under which it is originally fitted subject to the following conditions. Please pay attention to the exclusions listed at the end of this warranty statement.

Thermogroup Lifetime Warranty applies:

- 1.** Only if the product is registered, and the registration information is received and documented by Thermogroup, within 60 Days after install. You can register your product by completing the form online at www.thermogroup.com.au/warranty. Proof of purchase must be presented to make a claim, so please ensure that you keep a copy of both your invoice and purchase receipt in a safe place. Such invoice/receipt should clearly state the model that has been purchased and be in legible condition so as to aid in identifying the system; and
- 2.** Only if the Thermonet Underfloor Heating Mat has been installed to local authorities electrical regulations and properly earthed and protected by a Residual Current Device (RCD) at all times. All wiring must be completed by a licenced electrician to AS3000. This warranty does not cover any thermostats as these are covered by a separate 3 year warranty from the date of purchase, except as provided below.

All Thermogroup warranties become void if the floor covering under which the Thermonet Underfloor Heating Mat is originally fitted, is damaged, lifted, replaced, repaired or covered with additional layers of flooring. The Thermogroup Lifetime Warranty does not cover accidental damage, including but not limited to damage caused to the cable by lifting, replacing or repairing the original covering.

The warranty period starts on the date of purchase, but the registration is only confirmed when the online warranty form has been complete and the registration details are submitted to the online warranty database in full, checked by Thermogroup and written confirmation is issued. Should it be required, Thermogroup will arrange for the underfloor heating mat or loose wire element to be repaired or (at the discretion of Thermogroup) have parts replaced free of charge. If a fault is proved to be a manufacturing defect, Thermogroup will make good the floor covering to the original condition.

The Thermogroup lifetime warranty does not cover damage caused during installation, tiling or installation of any floor covering. Therefore, it is important to adhere strictly to the installation guide provided and follow the full test procedures detailed in this document before, during and after installation. Failure to do so will result in a void warranty. Thermogroup are, in no event, liable for incidental or consequential damages, including but not limited to extra utility charges or damages to property.

Thermogroup are not held accountable for:

1. Damages or repairs as a result of incorrect installation or application.
2. Damages as a result of floods, fires, winds, lighting, accidents, corrosive atmosphere or any other conditions situations deemed beyond the control of Thermogroup.
3. Use of un-compatible components or accessories.
4. Products installed outside of Australia.
5. Normal maintenance and care procedures.
6. Parts not supplied or designated by Thermogroup.
7. Damages or repair required as a direct result of any improper maintenance, operation or servicing.
8. Failure to power up or start as a result of inadequate/interruption of electrical service.
9. Changes in the appearance of the product that do not directly affect the performance of the product.

Important Notes:

Any repaired Thermogroup underfloor heating element carries only a 5 year warranty. Repairs that are made to rectify any damage other than manufacturing defects are not covered by the Thermogroup warranty. Damage as a result of miss-use, improper installation, use of improper accessories or adhesives or unsuitable substrate conditions are in no event covered by any Thermogroup warranty.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled: to cancel your service contract with us; and to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.