



Warranty

Comfort Heat Australia Pty Ltd (COMFORT HEAT) warrants the heating products and accessories sold by Comfort Heat to be free of defects in material and workmanship for the following periods from date of purchase:-

Floor heating cables & heating mats - TEN (10) years
Under carpet & timber heating mats - FIVE (5) years
Electronic thermostats - TWO (2) years
Other Associated Products - One (1) year

Provided:-

1. The product is installed and tested in accordance with Comfort Heat Installation Instructions and the testing procedures.
2. The product is not damaged or misused by the homeowner or any tradesman/agent of the owner.
3. The installation is registered with Comfort Heat within 10 days of the installation date. This registration is accomplished by the installer completing and forwarding the installation registration to Comfort Heat.

Comfort Heat takes no responsibility under this warranty for damage caused by the homeowner or tradesman retained by the homeowner to install the heating products. Comfort Heat staff will be available to provide advice and consultation to the installers of heating products to assure that they are informed concerning the procedures required for the proper installation.

Under this Limited Warranty, Comfort Heat will as its option, provide either or both of the following:-

1. Technical support to assist the installer in isolating the problem area and, if deemed repairable, the appropriate repair kit shall be provided. In such a case, all other materials and labour necessary to complete the repair of the effected area must be supplied by the homeowner.
2. Credit for the faulty Comfort Heat product up to the limit of the original price of the Comfort Heat product used in the installation, as Comfort Heat sole obligation under this Limited warranty.

In regard to removable products i.e. thermostats and controls, these are to be returned to the place of purchase or a Comfort Heat Office, and where found warrantable Comfort Heat reserves the right to repair or replace the unit at no charge or unreasonable delay to the customer.

This Limited warranty is null and void if the owner does not inform Comfort Heat of the problem within thirty (30) days of its discovery or if the homeowner, or any tradesman retained by the homeowner, attempts to repair the problem without informing and consulting with the technical representative of Comfort Heat regarding appropriate testing and/or repair procedures.

Comfort Heat shall not be liable for consequential or special damages under any circumstances whatsoever. This warranty does not cover any faults caused by or as a result of incorrect installation, damage by others, misuse, misapplication, incorrect voltage, lightning, incorrect design by others or where payment is in default. Any rectification work carried out as a consequence of matters not covered by warranty will be at the owner's expense.

At all times Comfort Heat will respond honestly, efficiently and promptly to all customers' queries & requests.