



TIMERS + THERMOSTATS

WARRANTY 2 YEARS

Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

WARRANTY COVERAGE

Timers and thermostats are covered by a 2 year warranty from the date of purchase against defects in materials and workmanship under normal domestic use. Designed for reliable performance in Australian conditions when installed and used in accordance with supplied instructions and specified electrical requirements.

MAKING A WARRANTY CLAIM

To make a claim, please contact Radiant Australia on 08 9302 4140, email claims@radiant.com.au, or return the product to the place of purchase. Please provide proof of purchase and details of the issue when making your claim.

Radiant Australia may request supporting information, including photographs, installation records, or details of the defect, before a claim is assessed.

Once your claim has been assessed, we will, in accordance with the Australian Consumer Law, repair, replace or refund the product as appropriate. Where a product is confirmed to be faulty, this will be provided at no cost to you.

Where a fault occurs within 12 months of purchase, the reasonable cost of a licensed electrician required for removal and reinstallation may be covered, provided a written estimate is supplied to and approved by Radiant Australia before any work is carried out.

WARRANTY CONDITIONS

This warranty applies to products installed and used in accordance with the supplied instructions, applicable Australian Standards, and specified electrical load and compatibility requirements.

The warranty does not apply to:

- Incorrect installation or installation by an unqualified person
- Failure to follow supplied installation or operating instructions
- Misuse, neglect or accidental damage
- Normal wear and tear
- Unauthorised modifications or repairs
- Damage caused by power surges, voltage fluctuations or external electrical faults
- Incorrect electrical load, wiring configuration, or incompatibility with connected systems.

Electrical connections must be carried out by a licensed electrician where required.

To the extent permitted by law, Radiant Australia is not responsible for consequential loss, labour costs (except as specified above), rectification costs, loss of use, or damage to surrounding materials, except where required under the Australian Consumer Law.

CARE AND MAINTENANCE

To maintain the appearance and performance of your product, clean regularly using a soft cloth and mild, non-abrasive cleaning agents only. Avoid harsh chemicals or abrasive materials as these may damage the surface finish and components.

Exposure to unsuitable electrical conditions or misuse may result in damage not covered under this warranty.

ADDITIONAL INFORMATION

Product specifications may change from time to time. Where a product is no longer available, Radiant Australia will endeavour to supply the most similar model available. Where this is not acceptable, a refund of the original purchase price will be offered.