



FLOOR HEATING

WARRANTY 10 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

Radiant heating cables are covered by a 10 year warranty from the date of purchase against defects in materials and workmanship under normal domestic use.

This warranty includes the cost of specialist fault finding and repair. Where necessary, it also contributes to a reasonable labour cost for the removal and replacement of floor coverings, including tiles, required to access and repair the heating system. We recommend retaining spare tiles where possible to assist with any future repairs.

In the unlikely event that a fault cannot be located or repaired, Radiant reserves the right to provide a refund equivalent to the original purchase price, including installation costs where applicable.

Thermostatic controllers are covered by a separate 2 year manufacturer's warranty. Radiant may, at its discretion, extend support for a further period up to a total of 5 years from the date of purchase. After this period, replacement products may be supplied at current pricing.

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.

WARRANTY CONDITIONS AND EXCLUSIONS

This warranty does not apply where the product has been:

- 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
- Damaged by other trades or external factors
- Installed not in accordance with applicable Australian Standards.

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.

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.