



MAGNUM LIFETIME WARRANTY

The MAGNUM underfloor Heating Mat or Cable is warranted for the lifetime of the floor covering under which it is fitted, except as provided below (and your attention is drawn to the conditions listed at the end of this guarantee).

The lifetime warranty only applies:

1. If the underfloor Heating system is installed in an owner-occupied, single-family residence.
2. If the underfloor Heating system is registered with MAGNUM Heating Group within 30 days after purchase. Registration must be completed by filling out the form on www.magnumheating.co.uk after which a certificate will be sent.
3. If the underfloor heating system has been earthed and protected by a residual Current Device (RCD) at all times.
4. If the electrical installation is carried out by a qualified electrician in accordance with IEE Regulations, as well as being accredited as an installer of the MAGNUM network (having obtained training by the brand).

The warranty for the underfloor heating mat or cable and thermostats are void if the floor covering the underfloor heating system is damaged, lifted, replaced, repaired or covered with subsequent layers of flooring. The guarantee period begins on the date of purchase. If there is a manufacturing defect with the product supplied by MAGNUM Heating Group, there will be no charge or costs for investigation/ repair. In every other case the costs for the investigation/ repair will be charged to you.

To prevent misunderstanding:

In most cases it is possible to determine what the cause of external damage to the heating cable is. Only during the investigation can it be determined whether it is possible to locate a problem position and if the heating system can be fixed. If the heating system fault/problem is other than a product technical error, there will not be any guarantee for the executed repair(s) of the heating cable or the functioning of the heating system in the future. The guarantee terms given by the manufacturer/ supplier of the heating system will no longer apply. This does not affect your statutory rights. MAGNUM Heating Group shall not be held liable for incidental or consequential damages, including but not limited to extra utility expenses or damages to property.

MAGNUM Heating Group is not responsible for:

1. Damage or repairs required as consequence of faulty installation.
2. Damage as a result of floods, fires, lightning, accidents, corrosive atmosphere or other conditions beyond the control of MAGNUM Heating Group.
3. Use of components or accessories not suitable or compatible with the underfloor heating system.
4. Parts not supplied or designated by MAGNUM Heating Group.
5. Damage or repairs required as a result of improper use, maintenance, operation or servicing.
6. Any damage caused by frozen or broken water pipes in the event of equipment failure.