

## Warranty Declaration

The manufacturer grants a functional guarantee on the heating element and the body of the radiator for 30 years from the date of first sale. The manufacturer grants a 2-year guarantee on the thermostats and controllers from the date of initial sale.

The purchaser's statutory warranty rights persist in addition to the manufacturer's guarantee.

The exact regulations are summarized in our [guarantee conditions below](#).

### GUARANTEE CONDITIONS

#### 1. Scope of the guarantee

The function guarantee of 30 years on the heating element includes the elements heating stones, thermal switches and cables. The functional guarantee on the body of the radiator includes the durability of all riveted connections, welds and the materials used. The functional guarantee on the body does not include normal aging processes of the coating and damage from external influences or improper use. In the event of a complaint, an on-site repair may be carried out or a complete replacement of the radiator may be necessary.

The manufacturer's guarantee for thermostats and controllers is 2 years. In the event of a justified complaint, the modular design means that the side panel could be replaced.

The manufacturer's guarantee applies exclusively to the first purchaser. It expires if the heater is resold.

The start of the guarantee period is the date of purchase, i.e. the date stated on the invoice.

#### 2. Processing

Complaints are generally processed through the dealer from whom the radiator was purchased. The complaint must be made in writing using the online guarantee form. If no online form is available, other written transmission channels can be used. Only in the event that the dealer has ended his business activity, the manufacturer takes over the direct warranty processing. In this case, please send a complaint to [vertrieb@thermotec-ag.de](mailto:vertrieb@thermotec-ag.de), THERMOTEC AG, Arnsdorf 26, 02894 Vierkirchen, Germany. We will then send you a complaint processing form and process the complaint.

#### 3. Costs for assembly, repair and transport

The seller / dealer decides on the processing, namely the return or exchange of the side panel with thermostat, the return or exchange of the complete radiator or a repair on site. In the case of returns, all shipping costs are covered, but not any dismantling and assembly costs at the customer's side.

#### **4. Regional validity**

The complaint conditions apply worldwide. However, shipping costs are generally only accepted up to a maximum amount of € 150 per complaint.

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Thermotec AG