

Warranty Statement

Policy

At Stelrad, our aim is to provide our customers with defect free products that provide them with years of trouble free service. To ensure this, all our radiators are manufactured to the highest standards and conform to stringent British and European Quality Standards.

We are so confident that our product will meet or exceed the expectations of our customers that we offer free extended warranties on all of our radiators.

The warranty covers any defect that is attributable to a manufacturing, assembly or material fault.

Conditions

To ensure that our products provide you with the service that we expect, it is important that they are installed in accordance with the *British Standard Code of Practice for Central Heating for Domestic Premises BS 5449 Part 1* and the *British Standard Code of Practice for the Treatment of Water in Domestic Hot Water Central Heating Systems, BS7593*.

Limitations

The warranty covers all parts and labour for the first twelve months and all parts for the remaining period.

The period of cover is fifteen years for Softline radiators, ten years for the Vita range and all steel panel radiators including the STR, and the emitter for the LST product range. All non-panel radiators including the Ladder Rails, Tubular Towel Rails, Design range, and the LST casings have a five year warranty period. Other heating related products such as valves, heating elements and accessories are covered for a period of twenty-four months. Standard panel products that are installed in toilets or any areas of high humidity (including bathrooms and shower rooms, etc) are limited to a twelve months parts and labour warranty.

Suitable and sufficient ventilation should be maintained to prolong the life and finish of the product.

The warranty does not cover any defect that is due to misuse during the handling, transportation or storage processes.

None of these conditions or limitation affects your statutory legal rights.

How to Claim

The product should be returned to the point of sale and proof of purchase should be provided at all times. If the point of purchase cannot be contacted or established, you should contact Stelrad direct on 01709 578950.

The product may need to be returned to the manufacturing site so that the cause of the defect can be determined. It may also be necessary for water samples to be taken from both the heating system and the mains water.

A full copy of the returns procedure is available from Stelrad on request.

Special notes

Stelrad reserve the right to make a reasonable charge for inspection and testing of products that are subject to a warranty claim. If it is found that the warranty claim is justified then the charge will be refunded in full. Any charges will be made at the discretion of Stelrad.