



Total Care Warranty Certificate

Tyco Thermal Controls¹ provides a 12 year **Total Care Warranty** for all products listed below to conform to the specification, when such products are properly installed by a duly qualified² electrician and in accordance with Tyco Thermal Controls' installation instructions. **Additionally the Registration Form below should be completed, (stamped) and signed by the qualified electrician, who carried out the installation, and saved by the owner of the building, together with a copy of the relevant invoice, photographs and/or sketches**, showing the products in its entirety after installation however before covering with flooring material.

Products:

- » T2Blue heating cable kits and mats,
- » T2QuickNet heating mats,
- » T2Red heating cable, heating cable kits and heating mats,
- » T2Reflecta and T2Isolecta insulation panels,
- » R-TA and R-TC thermostats
- » CeraPro heating cable kits ("the Products").

The present Warranty shall be valid for installations in the EU, EFTA and the CIS countries, starting from the original installation of the Products.

If it is determined that a defect arose in the Products during the Warranty period, Tyco Thermal Controls:

1. Will examine and confirm that any alleged product issue covered by this Warranty actually exists and occurred in the course of proper and normal use and was not caused by accident, misuse, neglect, alteration or improper installation, operation, maintenance, repair or testing by an unqualified electrician or such other cause outside of the responsibility of Tyco Thermal Controls under this Warranty;
2. Will undertake to repair or replace the Products at Tyco Thermal Controls' option, at no cost to the Buyer. In order to remedy the defect, Tyco Thermal Controls must have access to 1m² of the floor covering material. Tyco Thermal Controls reserves the right to determine the appropriate technical solution in order to restore the function of the heating system;
3. Will undertake to restore the floor in its original state or, if not possible to an equivalent standard, at no cost to the Buyer.
4. Will, in case of thermostats, supply a new thermostat.

The warranty does not apply

- » To installations, alterations or repairs that have been carried out by an unqualified electrician.
- » To Products subject to misuse, neglect, vandalism, fire, lightning, water damage, alteration, improper installation, an incorrect floor construction or the use of incorrect materials, or such other act or omission not attributable to Tyco Thermal Controls.
- » To Products subject to unauthorised modification or alteration - either directly or indirectly - by the installer, the end user or a third party.

Tyco Thermal Controls shall in no case be liable to any party for any loss of profit, loss of business, loss or damage to goodwill, or increased costs or for any indirect, special, punitive or consequential losses or damages, howsoever arising.

In the event of the warranty being invoked, contact the nearest Tyco Thermal Controls office (see contact details on the back of the installation instructions) and present the completed Warranty Registration Form, Commissioning Form and purchase invoice.

The Buyer may have legal rights under the applicable national legislation governing the sale of consumer goods. Those rights are not affected by the present warranty.

¹ Guarantor: Tyco Thermal Controls NV, with registered offices located in 3001 Leuven (Belgium), Romeinse straat 14.

² Qualified electrician shall mean any person duly educated and specialised in the design, installation and maintenance of electrical systems, infrastructure and related equipment.



20 years Total Care Warranty



Tyco Thermal Controls is proud to offer 12 + 8 years total care warranty for all installations carried out by a Raychem Certified Pro Installer. For more information about our trainings go to www.raychemfloorheating.com.

Total Care Warranty Registration Form

I have carried out all required tests - described in the installation manual – and test results were within the given parameters.

Installer name:

LICENCE N°: Installation date:

Raychem Certified Pro Registration N°:
(required to obtain 20 years warranty)

Company stamp: _____ Signature: _____