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radiant
AUSTRALIA

WARRANTY

FLOOR GRATES

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 defect and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

All floor grates are covered with a 7 year warranty for construction. The replacement warranty for the coated grates are only applicable until the date of installation. Once Installed any damage to the coatings due to the incorrect use of cleaning products, mis-use or accidental damage, will not be covered under warranty.

Radiant Heating do not recommend that you install our 316 grade stainless steel fixtures and fittings (including floor grates) in coastal areas within close proximity of breaking surf and where there is a risk of the prevailing wind bringing the moist salty air into contact with the fittings. Where these are installed, regular cleaning and maintenance is often required to avoid any build-up of salt and related corrosion.

For this reason, our warranty is strictly limited when products are installed in close proximity to breaking surf and we therefore do not recommend installation of our 316 grade stainless steel floor grates or towel rails in these areas unless they can be cleaned on a weekly basis.

Radiant Heating 316 grade floor grates are recommended for internal use only and should not therefore be installed externally. Installation externally will not be covered under any warranty. Please contact RADIANT HEATING ON 08 9302 4140 confirming date, place of purchase and where possible providing a copy of the original receipt. We will then arrange to supply a replacement item free of charge.

Please note that we do change product specifications from time to time, so in the event that the model being replaced under warranty is no longer available for sale, we will endeavour to offer the most similar model to the one originally purchased. Should this not be acceptable we would then offer a refund on the purchase price paid.

SEVEN *years*