

Product Warranty 2025

Thank you for purchasing a Purmo Group (UK) Ltd (Purmo Group) product. Your Purmo Group product has been designed and tested to give you many years of trouble-free service. For your additional peace of mind, Purmo Group gives the following Warranty against manufacturing defect. Your statutory rights are not affected by this Warranty.

Subject as provided below, Purmo Group warrants to the original purchaser at the original installation site that its products will be free from defects in materials and workmanship for the following periods:

- **Hydronic Radiators:** 10 years from date of purchase.*
- **Fan Assisted Radiators (ULOW-E2):** 2 years from date of purchase.*
- **Fan Convectors:** 2 years from date of purchase.
- **Hydronic Underfloor Heating:** 10 years for the **pipe** from date of purchase.
- **Hydronic Underfloor Heating:** 2 years on accessories, actuators, ball valves, controls, expansion vessels, fittings, low loss headers, manifolds, mixer control groups & tooling from date of purchase.
- **Hydronic Underfloor Heating:** 12 months on all pumps from date of purchase.
- **Electric Underfloor Heating:** 10 years from date of purchase (except programmer & sensor).
- **Electric Radiators:** 10 years from date of purchase on radiator unit*, electric controls & electronic components; 2 years from date of purchase.*
- **Electric Towel Warmers:** 2 years from date of purchase.*
- **Hydronic Towel Warmers:** 5 to 10 years from date of purchase depending on product type.*
- **Myson Radiator Valves and Controls:** 2 to 5 years from date of purchase, depending on range.

*Products which are exposed to prolonged extreme conditions, such as high humidity or severe cold/condensation, may be subject to deterioration. This is not a result of any manufacturing defect. Products installed in these circumstances will be subject to a warranty period of twelve months only.

The original purchaser's remedy for breach of this Warranty is expressly limited to repair or replacement of any part or parts found to be defective under conditions of normal service and use during the above Warranty period and does not extend to Purmo Group being liable for any incidental, special or consequential damages or losses whatsoever, such as loss of use of the product, inconvenience or lost profits.

This Warranty does not cover any defect, damage or malfunction in the product which is due to: failure to comply in any respect with Purmo Group's installation, maintenance or operating instructions; faulty storage, handling, installation or repair; mis-use; neglect; accident; abuse; or general wear and tear.

Before this warranty can be activated, the original purchaser will be required to prove, with supporting documentation, the date and place of purchase, as Purmo Group may need to conduct its investigation into the alleged defect. This should be within 28 days of the date when the defect was discovered or ought to have reasonably discovered the defect.

Purmo Group reserves the right to make a reasonable charge for inspecting and testing any product which is subject to a Warranty claim and the rights conferred by the Warranty are conditional upon the payment of such charge. The charge may be made, at Purmo Group's discretion, either before or after the inspection and testing of the product. In the event that it is established to Purmo Group's reasonable satisfaction that a valid Warranty claim has been made in respect of the product, then any inspection charge which has been paid will be refunded in full by Purmo Group.