



Electrical Components

The JOULE underfloor heating electrical components including only the room thermostats, wiring centre for the room thermostats and the actuators carries a fully transferable 2 year guarantee against faulty materials or manufacture provided that:

- It has been installed in the United Kingdom or the Republic of Ireland as per the instructions provided in the installation manual provided with the products and in accordance with all of the relevant standards, regulations and codes of practice in force at the time.
- It has not been modified in any way, other than by JOULE
- It has not been misused, tampered with or subjected to neglect.
- It has been wired by a suitably qualified installer
- It has only been used to control a Joule underfloor heating system
- It has not been subjected to damage or misuse
- The heating system has been serviced annually

Mechanical Components

The JOULE underfloor heating mechanical components including only the manifolds, valves, fittings and pipe fixing systems carries a fully transferable 5 year guarantee against faulty materials or manufacture provided that:

- It has been installed in the United Kingdom or the Republic of Ireland as per the instructions provided in the installation manual provided with the products and in accordance with all of the relevant standards, regulations and codes of practice in force at the time.
- It has not been modified in any way, other than by JOULE
- It has not been misused, tampered with or subjected to neglect.
- It has been fitted in accordance with the instructions provided and to all current regulations and codes of practice
- It has only been used as part of a complete Joule underfloor heating package
- It has not been subjected to damage or misuse
- The heating system has been serviced annually

Joule Pert/Al/Pert Pipe

The JOULE underfloor heating pert/al/pert pipe carries (not including any fittings – see above) a fully transferable 10 year guarantee against faulty materials or manufacture provided that:

- It has been installed in the United Kingdom or the Republic of Ireland as per the instructions provided in the installation manual provided with the products and in accordance with all of the relevant standards, regulations and codes of practice in force at the time.

- It has not been modified in any way, other than by JOULE
- It has not been misused, tampered with or subjected to neglect.
- It has been fitted in accordance with the instructions provided and to all current regulations and codes of practice
- It has only been used as part of a complete Joule underfloor heating package
- It has not been subjected to damage, misuse or frost damage
- The heating system has been serviced annually

Exclusions

The guarantee does not cover systems affected by the following;

- The effects of frost damage.
- Any labour charges associated with replacing any component
- Any consequential losses caused by the failure or malfunction of any component.

Please note that invoices for servicing may be requested to prove that the unit has been serviced annually

Warranty Activation

This warranty must be activated and is subject to the timely (within 30 days of commissioning) registration of the Product with Joule. Registration can be made by logging online to www.jouleuk.co.uk/www.joule.ie

How to claim under this warranty?

The installer/maintenance company should always be the End-User's first point of contact in the event of a breakdown or other malfunction of the product. Only if/when confirmed that there is a fault with the Product (and not with system design or installation), then contact should be made with Joule. It is the End-User's responsibility to provide Joule's representative easy and free access to the Product for warranty work to be carried out.

False Claims

Joule reserves the right to charge the End-User for any reasonable costs incurred in investigating a claim where no fault has been found with the product in the light of product manufacturer's specifications.