

# General Radiator Guarantee

## About Our Radiators

All of our radiators are produced from top quality deep pressing steel sheet and steel tubes. Hot water radiators are tested according to the **EN442** European norm, electric radiators are tested according to **EN60335-2-30** and **EN60335-2-43**. All of our products are salt tested which shows any corrosion on the welds.

Maximum operating pressure depending on product range (see brochures for more information). Maximum operating temperature: generally, 110 °C, specific products may have a reduced operating temperature range (see brochure).

Panel, lamellar and column radiators are painted and protected from corrosion by a three-step process:

- Degreasing and zinc phosphating
- Cathodic electrocuting
- Epoxy powder finishing

Towel rails and designer radiators are degreased, protected from corrosion by a chemical passivation process and finished with an epoxy powder coating. Chromed towel rails are first polished, then successive layers of nickel, copper and chrome deposited.

## Guarantee

All of our radiators and accessories come with a warranty, please see our brochure or website to confirm this information.

- Plated radiators – 5 to 10-year guarantee depending on the model, please refer to our brochure
- Stainless steel radiators - 25-year guarantee
- Electrical elements and valves - 2-year guarantee

## How to care for your product

Do not clean with abrasive chemicals or any cleaning products, as this may lead to corrosion and invalidate the warranty. When cleaning your towel rail products, please just use a damp cloth and warm water

Check radiators on a regular basis to see if they need bleeding.

### Important!

**Installation must be undertaken by appropriately qualified personnel.**

**Towelrads cannot acknowledge claims due to:**

- Damages due to radiators stored in uncovered areas
- Damages due to transportation, handling, wrong installation, external agents, overpressure and frost
- Damages due to installation or use not conforming to the instruction manual of electric radiators
- Damages to radiators placed in aggressive environments, such as pools, showers, saunas, public toilets, etc.
- Damages to radiators caused by using aggressive cleaning products, harsh chemicals or the hanging of excessive wet towels on the towel warmer (e.g. rusting spots along the bars)
- Damages to radiators caused by customers when they are trying to electrify rails themselves, wrong element usage or incorrect use in Dual Fuel configuration

Please be aware all queries listed above will be declined.