

## THE HYDROTHERM WARRANTY

Our warranty covers the repair or (At Hydrotherm's discretion) the replacement of any items flawed through impaired workmanship or materials. Hydrotherm Towel Rails possess a 10 year guarantee on the integrity of their construction and finish. The internal heating element carries a 3 year warranty only.

Warranty period commences from date of purchase. Please ensure proof of purchase information is preserved. All warranty issues are to be initiated through original point of purchase, so that an official service call can be lodged through the appropriate channels. From here our After Sales Service Team will act accordingly.

### IMPORTANT INFORMATION

All Hydrotherm Heated Towel Rails are supplied with water, unless otherwise specified. This unit is not designed to be used as a ladder. No responsibility will be taken by Hydrotherm Australia Pty. Ltd for incorrect installation. All warranty will be void if instructions are not followed.

### ELECTRIC MODEL

Electric connection must be installed by a qualified electrician. All Hydrotherm Towel Rails carry an IPX5 rating for use in wet areas. If the electrical cable is damaged, the entire element must be replaced. When connecting, element must be positioned at the bottom of the towel rail. If installed incorrectly.

Towel rail will not operate effectively and may cause damage to the element.

### WARRANTY WILL BE VOIDED FOR THE FOLLOWING REASONS

- Failure to provide adequate proof of purchase or similar documentation.
- Hard wired towel rails not installed by a licensed electrician.
- Towel Rails not installed in accordance with State and or National standards.
- Failure to install towel rail in accordance with manufacturers instructions.
- Product used for incorrect applications.
- Service, repairs or alterations undertaken without manufacturers written approval.
- Damage to finish which arise from installation or post installation.
- Failure to adhere to manufacturers care and cleaning directions.



**3 YEAR**  
ELECTRIC ELEMENT  
MANUFACTURERS WARRANTY



**10 YEAR**  
CONSTRUCTION & FINISH  
MANUFACTURERS WARRANTY