

Radiator warranty terms and conditions



Ecostyle Warranty

1. Each Ecostyle Panel Radiator is guaranteed for 10 years from installation date against defects caused by faulty materials or manufacture. The defective unit will be replaced with same or comparable panel radiator.
2. Each Ecostyle Towel Bar radiator is guaranteed for 5 years from installation date against defects caused by faulty materials or manufacture. The defective unit will be replaced with same or comparable radiator.
3. The guarantee is valid for radiators mounted in a forced hot water installation
 - in a closed loop system with an expansion tank;
 - powered by a boiler, hi/lo heat exchanger or heat pump;
 - made from steel / copper or plastic pipes with a oxygen diffusion barrier;
 - equipped with automatic air venting system
 - used for heating residential, office or institutional buildings, service stations or other buildings that are not exposed to permanent or prolonged moistness of the radiator surface.
4. The guarantee is valid when:
 - there is evidence of the radiator purchase, invoice, etc.
 - the requirements of the installation manual are followed.
5. Maximum operating pressure in a central heating installation for Ecostyle Panel Radiators and Ecostyle Towel Bar Radiators may not exceed 147 psi (11.7 bars) and a maximum operating temperature of 190F.
6. The guarantee does not cover radiators mounted:
 - in swimming pool rooms, car washes, laundries, slaughterhouses or rooms with corrosive substances in the air,
 - in central heat installations connected to municipal water- supply without protective valves, fittings, backflow preventors, etc.;
 - in central heating installations where water is removed for periods longer than advised in the installation guide;
 - in steam installations;
 - in central heating installations where the water PH is higher than advised
7. The guarantee doesn't cover damages to the radiator or its parts (brackets, etc) due to improper handling, storage, transport or misuse. The radiators should be mounted within their original packaging. This packaging must be left on the radiator even if the heating system is activated while finishing construction or for pressurizing purposes. It is recommended to only remove the packaging after construction is completed.
8. The radiators require periodical cleaning and it is recommended to use only soft and gentle fabrics that can be slightly moistened. It is not advised to use aggressive or corrosive cleaners (e.g. acidic solvents or agents with chlorine). Claims for damage of varnished surfaces due to improper handling or maintenance will not be granted.
9. It is not advisable to remove the water from the entire installation or its part and to leave it in this condition. It also refers to new installations with the tightness test. If there is a need to remove the water, e.g. due to renovation or maintenance works, the water must be removed only from the zone. After finishing the work, the units must immediately be refilled with water.
10. The guarantee is granted provided the radiator has not been repaired or modified without QHT's approval.
11. Reporting defects within the warranty period needs to be processed through the distributor using a special claim form including the origin and details of the damage. The distributor will accept the claim form and forward it to QHT via letter, fax or e-mail within 48 hours. The invoice or its copy needs to be attached to the form. In specific cases QHT may request a photo documentation of the product claim.
12. For prompt warranty service, notify the installer, who, in turn, will notify the distributor from whom he purchased the boiler. If this does not result in corrective action, contact QHT with details in support of the warranty claim. All claims must be processed through proper trade channels. Contact with Purmo directly is not recommended for rapid claim settlement.

Water used in heating systems that include Purmo radiators should not exceed these values:

1. Total chloride and sulphate- shall NOT exceed 50 mg/l = 50 ppm
2. Total dissolved oxygen- shall NOT exceed 0.1 mg/l = 0.1 ppm
3. water pH should be in the range of 6.3 -7.7
4. Water hardness should NOT exceed 4.0 mval/l = 200.17 ppm