



MERRIOTT WARRANTY STATEMENT

Effective: 1st of January 2020

Thank you for purchasing a Merriott product. We have designed and tested our Merriott radiator and radiant panels to ensure they perform to the highest standards for as long as possible. For your additional peace of mind, Merriott gives the following warranty. Your statutory rights are not affected by this warranty.

Purmo ("Merriott") warrants to the original purchaser at the original installation site that its products will be free from defects in materials and workmanship for the period of

Breakdown by product type:

- 10 years - Precision, Profile, Multi-column Plus, Multi-column Plus Bar, Multi-column Plus Bench, Ultima, Protecta, Primo, Primo Plus, Fascia, Fascia Grace, Fascia Vertical & Centre Tap ranges, Optima.
- 5 years - HD radiant panel, SMART radiant panel, Radiavector, Crystal, Crystal E, Edge & Groove ranges.
- 2 years - Electrical componentry forming part of electrified radiators and towel warmers

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 Merriott being liable for any incidental, special or consequential damages or losses whatsoever, such as loss of use of the product, inconvenience or lost profits.

The warranty does not cover any defect due to the purchaser's mishandling of the products during transportation or storage processes. The warranty does not cover any defect, damage or malfunction due to failure to comply with Merriott's installation, maintenance or operating instructions, mis-use, neglect, accident, abuse or fair wear and tear.

The system should be designed in accordance with the British Standard Code of Practice for Water Based Heating Systems in Buildings BS EN 12828:2012+A1:2014 and BS EN 12831: 2017. The installation and commissioning of the system should comply with BS EN 14336:2004. On completion of the installation the system should be properly flushed and filled in accordance with the British Code of Practice for the Treatment of Water in Domestic Hot Water Central Heating Systems BS 7593:2006, Part L of Building Regulations and Good Practice Guidance for Scotland. Merriott strongly recommend the use of corrosion inhibitor for all applications. Failure to observe these standards may invalidate the manufacturer's warranty.

Before free service under this warranty can be provided, the original purchaser will be required to prove the date of purchase and may be required to provide Merriott with supporting information, as Merriott may need to conduct its investigation into the alleged defect.

Merriott reserves the right to investigate all claims & conduct appropriate testing if deemed necessary. In the event of a leaking product, Merriott must be contacted before the central heating system is drained so that water analysis can be carried out to establish the cause of the leak.

Merriott reserves the right to make reasonable charge for inspection 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 Merriott's discretion, either before or after the inspection and testing of the product. If it is established to Merriott's reasonable satisfaction that a valid warranty claim has been made in respect of the product, then charge which has been paid will be refunded in full by Merriott.