

Coldbuster Guarantee

Note: Coldbuster portable heating products (foot warmers, rug heaters and mirror demisters) are guaranteed for 1 year; thermostats are guaranteed for 3 years; tile, carpet and screed cable heating are guaranteed for 10 years from their dates of purchase. Please retain your invoice as proof of purchase.

Coldbuster Australia guarantees the tile, carpet and screed cable heating subject to the conditions stated below:

1. Coldbuster Australia warrants that the products it supplies will be defect free at the date of supply. It does not warrant the installation of the product by any other third party and any implied warranty with respect to any such installation is expressly excluded.
2. The following are the conditions of this guarantee: That the heaters and other constituent parts that were supplied was installed by a competent person; that the installation has been carried out according to the instructions as supplied by Coldbuster; that the installation has been carried out in accordance with State and Federal electrical regulations; that the heater has been connected to a RCD protected supply circuit.
3. In settlement of its obligations under the guarantee set out above, Coldbuster shall at its option either:
 - a. Repair or replace without charge the defective part of non built in products, or
 - b. Pay the purchaser a sum equal to the price of the defective built-in parts, paid at the time of purchase.
4. Claims under this guarantee must be lodged with Coldbuster, in writing, within the period prescribed. Full particulars must be given and a copy of the invoice must be enclosed. Electrical safety regulations preclude the repair of carpet heaters, due to the possibility of flooding and water ingress into repairs.
5. Damage to a floor heater by another party voids this guarantee. Repairs done by Coldbuster to rectify such damage will be charged for the client's account and will be guaranteed for 12 months.
6. The guarantee provided by Coldbuster Australia extends only to the replacement of any defective parts and products supplied which have been properly installed and promptly notified in terms of these terms and conditions. Any damage or injury (including but not limited to damage to property, any consequential damage or any injury to pets or persons), which may result from the incorrect installation, operation and/or use of the products supplied, is not covered by this guarantee. Coldbuster supplies all products strictly on this basis and the purchaser indemnifies Coldbuster Australia against any such claim in this regard.
7. The guarantee is subject to the purchaser adhering to the safety instructions below, and the thermostat instructions. Please pass this information and operating instructions for thermostats on to new owners and tenants of the dwelling.

Safety Instructions

To ensure efficient operation and to avoid any damage to property or injury to persons of all Coldbuster Australia supplied products it is important that you understand and comply fully with the following safety instructions:

- This is a 240V electrical heating system and must at all times be connected through a functioning safety switch also called a Residual Current Detector (RCD) or Earth Leakage Circuit breaker (ELCB).
- Do not cover large areas of the floor with dense insulating objects such as waterbeds thick rugs, beanbags and sleeping bags as this will negatively affect the heater's effectiveness and at worst, could cause the element to burn out. Carpet heaters may discolour or burn the carpets under these circumstances.
- Do not drill holes for doorstops or other fixings to the floor. Do not replace tiles through accidental damage - if not done properly, it may cause damage to the heating element. Please contact Coldbuster before undertaking such work – they have the equipment to locate and indicate the location of the heating elements.
- Do not allow use by unsupervised children unless you are confident of their ability and they have been sufficiently well instructed in the use of the system. Do not allow an infant or a person with limited mobility to sleep on the heated floors.
- Do not cover the heated floor with an insulator such as a pillow or duvet for more than two hours.
- Do not place furniture without legs or solid stone table bases on top of the heated floor.
- Do not use the heater if it is damaged or when you detect a burning smell.
- Do not use the heater without a thermostat, or for any other purpose than the one for which it was intended.

IMPORTANT: The Coldbuster guarantee is subject to the purchaser adhering to the above Safety Instructions.

General: Please note that by eliminating the sources of heat losses, such as the absence of blinds or curtains, open windows, ceiling ventilation grilles and ducts, the lack of ceiling and wall insulation, lack of floor insulation in houses on stilts, open chimneys, will enhance the operation of the system, as well as reducing the operating costs.
