



Owner: Adam Barnsley

Document location:

Approved by: Shaun Corcoran

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## SCUDO Heating Product Guarantee

Terms &amp; Conditions – (UK &amp; Eire only)

*Please keep this information safe along with your proof of purchase*

A 5-year guarantee is available to customers who complete the Scudo Guarantee Registration form online within 30 days of installation. Please visit our website [www.scudo.co.uk](http://www.scudo.co.uk) to complete this form.

This is in addition to, and no way affect the consumers statutory rights, under the consumers rights act 2015, held between the consumer and retailer. It is always advisable to contact your retailer first in any instance.

Proof of purchase showing the date and place of purchase must be retained by the customer, as the guarantee is only available to the original purchasing customer. The benefit of the guarantee cannot be transferred to a third party.

### General terms and conditions

All products must be installed by a competent, fully qualified trades person to ensure all regulations & codes of practice are followed.

1. The guarantee only applies to products purchased and installed in the United Kingdom & Eire.
2. This guarantee does not apply to any faults caused by wilful damage, neglect, misuse (including inappropriate cleaning), failure to follow recommended instructions, use in abnormal conditions, accidental breakage, and other events outside of the manufacturers control. See Scudo heating after-care and cleaning instructions below.
3. The guarantee covers the product against defects in materials or manufacturing only and does not apply to normal wear and tear. Wear and tear may result in product finish being dulled scratched over time.
4. Before installation is carried out the customer must inspect the product within 5 days of purchase for obvious defects. A claim will not be accepted if an obvious defect is found after installation.
5. This guarantee covers normal domestic use only.
6. The guarantee does not cover any product that has been modified, altered, transformed, or relocated in any way. The guarantee will be valid only if all Scudo heating installation, care and maintenance instructions have been adhered to.
7. This guarantee is limited to the following actions, repair, replacement or refund of the product. We are not responsible for damages to property, personal injury, consequential loss, damages, expenses, or any third-party costs.
8. As our policy is one of continuous improvement, product changes may give rise to alternative products. Where an identical product is no longer available, we will supply the nearest equivalent from our current range.
9. If a claim is made under the guarantee and the defect is not due to faulty materials or manufacture, Harrison Bathrooms reserve the right to charge the customer for time spent by the engineer at the current hourly rate and any replacement parts.
10. Inhibitor must be within the system at all times, to prevent galvanic corrosion. Upon a claim being made we will request a chemical test is completed on the system to prove this has been maintained. If this test shows improper use of inhibitor, the claim will be rejected, and the cost of the test will be charged to the customer.
11. The guarantee does not cover ex-display units.



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#### Heating product specific terms and conditions

1. Please ensure that the radiator products are used on systems designed in accordance with EN 12828:2012+A1:2014.
2. Ensure radiator products are installed and commissioned in accordance with EN 14336:2004.
3. We require that heating products installations follow the code of practice BS 7593:2019 ensuring the system is correctly cleaned and maintained. Evidence of this will be required when a claim is made regarding rusting, leaking or non-function.
4. Ensure radiator valve are connected using PTFE tape only, do not over wrap or overtighten, this may lead to the product becoming damaged.
5. Ensure the system is regularly vented of air and balanced.
6. All heating products become hot in operation, all reasonable steps must be taken to avoid contact with the product especially with young children and elderly or infirm.

#### Dual fuel specific terms and conditions

1. The element must not be switched on whilst the heating system is operating, as this risks the element overheating.
2. The electrical element must only be used if fully submerged in water, and this must be regularly checked by venting air from the system.
3. Regular inspection of the supply cord for damage is required. Do not use if damage is found contact a competent person.

#### Electrical product specific terms and conditions

4. Ensure that the product is installed and maintained by a competent person only.
5. Ensure that the electrical supply is fully isolated and locked before installation or maintenance.
6. Elements must never be connected electrically, within a dry installation.
7. The installation must comply to BS 7671:2018+A2:2022 IET Wiring regulations.
8. Exposed element casing must never be submerged or subject to constant splashing and subject to installation in Zone 2 unless otherwise stated in product instructions.
9. Electrical products must be earthed, regulations specific to bathroom installations must be followed.
10. Suitably rated fuse must be used to protect the product.
11. Regular inspection of the supply cord for damage is required. Do not use if damage is found contact a competent person.
12. Element appliance must always be installed at the base of radiator to avoid burnout due to poor circulation or element becoming dry. Claims made on installations at the top will be rejected.
13. Ensure that the medium liquid within the heating product has adequate room for thermal expansion.

#### Cleaning

All Scudo products should be cleaned using a soft cloth with warm Ph neutral soapy water only. The product must then be rinsed with clean water to dilute any soap and also polished and dried using a soft dry cloth after every use. Acceptable PH range between 6-8 any claim using products beyond this will not be accepted.