

Australian Warranty Certificate

The following Warranty is provided by Devex Systems ABN 39 898 434 262, hereinafter referred to as Devex. It is offered in addition to any relevant statutory Federal or State Warranty.

How long is the warranty?

The warranty is valid from date of purchase depending on the product:

- X Thermostats TS500 and TS600: 5 years
- X Thermostats TS100, TS200, TS300 and TS400: 2 years
- X Cable and X Mats: 10 years
- X Boiler: 3 years

Note that:

- X Cable and X Mat have an extended warranty of 20 years providing they have been controlled by an X Thermostat controller
- The X Boiler BD has a 4 year warranty for its' heat exchanger (providing there is no scaling and no overheating due to incorrect ventilation)

What does the Devex Warranty cover?

Devex warrants its' products against defects in manufacture, material, or workmanship. An authorised Devex representative must be given the opportunity to inspect and report on any defects.

This Warranty does not cover faults caused by incorrect installation, damage by others, misuse, misapplication, incorrect voltage, lightning strikes, poor quality water or incorrect design by others. Please refer to individual product installation instructions for details about proper installation, application, usage and design. Rectification work, performed as a consequence of matters not covered by the Warranty, will be at the expense of the customer.

This Warranty does not cover standard wear and tear nor the discoloration of components.

The Warranty is void if payment of the equipment or installation is or was in default.

In the case where we have supplied non-Devex branded products, you are entitled only to such benefits as we may receive under any warranty passed on to us by the manufacturers in respect thereof. We shall not be liable for consequential or special damages under any circumstances whatsoever.



What can I claim?

The obligation of Devex under this Warranty is to repair or replace any product free of charge to the customer, only if, within the above stated warranty periods, the product is found to our satisfaction to be defective.

The Devex Warranty only covers the product replacement. It does not include the labour cost for removing and/or refitting any product. These costs will be at the customer's expense.

In the case of any removable products such as Thermostats, these are to be returned to the place of purchase, or to Devex Systems, Sydney, where Devex reserves the right to repair or replace the unit at no charge or unreasonable delay to the customer.

How to claim your warranty?

The first step is to gather details about the product, such as name of the product, date of the installation, proof of purchase, and name of the company that did the installation.

You then need to call us at 02 9997 2811 and we will first try to understand and resolve the issue remotely. If the problem cannot be resolved that way, depending on the situation, we will send you a Service Agreement so that we can arrange an accredited installer to come on site and determine what the issue is. Alternatively, you will arrange for your installer to remove the product and send it to Devex Systems, Sydney, for us to inspect it.

To protect yourself from the possibility of any non-valid warranty claim, we have outlined a few best practices below (not applicable for X Boiler):

- ✓ Always take photos of the entire completed installation
- ✓ Test the product before and after installation and photograph the results with a multimeter
- ✓ Put alarms on when tiling over X Mat installations
- ✓ Have the builder sign off on a handover sheet to state that the cables have been installed in the correct areas and are in perfect condition
- ✓ Install the sensor probe in a separate conduit to the heating cable(s)
- ✓ Check floor heights with builder to ensure that the appropriate heating system is installed