

Warranty Certificate – Electric Floor Heating and Thermostats

The following Warranty is provided by Devex Systems ACN 122 894 562, hereinafter referred to as Devex (“**We/Us**”). 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 Thermostat™ TS500 and TS600: 5 years
- X Thermostat™ TS100, TS200, TS300 and TS400: 2 years
- X Cable™ and X Mat™: 20 years

(“Warranty Periods”)

What does the Devex Warranty cover?

Devex warrants its products against defects in manufacture, material, or workmanship under normal use and maintenance subject to the conditions below:

1. This Warranty does not cover faults caused by incorrect installation, damage by others, misuse, misapplication, incorrect voltage, lightning strikes 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.
2. An authorised Devex representative must be given the opportunity to inspect and report on any defects. Please contact Devex on 1800 636 091 to arrange inspection by an authorised representative.
3. This Warranty does not cover standard wear and tear nor the discoloration of components.
4. The Warranty is void if payment of the equipment or installation is or was in default.
5. In circumstances where non-Devex branded products are supplied, when calling upon this warranty, you are only entitled 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.
6. Devex shall not be liable for any consequential or incidental damages including, but not limited to, damages to property or extra utility expenses

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 removed by an authorised installer of Devex and returned to the place of purchase, or to Devex Systems, Sydney. Upon receipt of a removed product, Devex reserves the right to repair or replace the unit at no charge or unreasonable delay to the customer.

Devex provides guarantees for the supply of X Thermostat™, X Mat™, X Cable™ pursuant to the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage in accordance with the Australian Consumer Law. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure in accordance with Australian Consumer Law.

How to claim your warranty?

The first step is to contact us on 02 9997 2811 and provide details about the product, such as name of the product, date of the installation, proof of purchase, and name of the installation company.

We will attempt to understand and resolve the issue remotely in the first instance. If the problem cannot be resolved remotely, depending on the situation, we will send you a Service Agreement and arrange an accredited installer to come on site and assess the issue. Alternatively, you may arrange for your installer to remove the product and send it to Devex Systems, Sydney, for our inspection.

To protect yourself from the possibility of any non-valid warranty claim, ensure you follow the best practices outlined below:

- ✓ 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.

This warranty is effective as of May 2023