



Heating technology since 1959

January 1, 2020

General Warranty Conditions for RADIANT Branded Products

RADIANT branded products are guaranteed for two years from the date of acquisition and/or installation (based on invoice or other financial document). In the absence of an invoice or fiscal document, the warranty shall be for a maximum of 2 1/2 years from the date of manufacture of the product. The date of manufacture can be determined from the first four digits of the 10-digit serial number:

Example: **E** **A** **34** **19** **44** **5126**
1 **2** **3** **4** **5** **6**

- 1.** Export Production: **E** = Export (**I** = Italy domestic)
- 2.** Brand of Product: **A** = Radiant
- 3.** Country of Destination: **34** = Canada (**01**= Italy)
- 4.** Year of Manufacture: **19** = 2019 (**20** = 2020, **21** = 2021)
- 5.** Week of Manufacture: **44** = 44th calendar week
- 6.** Serial Number

Warranty for RADIANT branded products sold in Canada

- 10* years on the Combi Tech Heat Exchanger – ALL MODELS
- 2 years on every component within the cabinet.

Exclusions under warranties for RADIANT branded products

- Scaling, impurities or other deposits in the water feed circuit due to lack of treatment, filtration or incorrect installation
- Scaling, impurities or other deposits in the waste water circuit due to lack of treatment, filtration or incorrect installation
- Breakage during transport, lack of water, freezing, fire, theft, storm, vandalism, corrosion, condensation, poorly performed descaling, sludging, ineffective chimneys, insufficient or improper



boilers and water heaters



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ventilation, presence on site of any other equipment which may discharge noxious or dangerous gases, improper evacuations and discharges, improper use of the equipment, installation in an unsuitable place.

- Normal wear, such as anodes, circulators, gas regulators, diaphragms, etc.
- Failure to follow maintenance instructions for the product, according to the applicable laws
- Failure to follow applicable standards of electrical installation, hydraulic assembly and fuel feed
- Failure to follow the instructions in the product documentation
- Damage caused during assembly, disassembly or modification of RADIANT products by persons other than Thermal Hydronic Supply Ltd. personnel
- Lack of invoice or fiscal document (in the case of §2 extensions only)
- This warranty does not cover the labour and shipping costs associated with installing a repaired component or replacement of a boiler.

Important Information

- The warranties mentioned cover the replacement of the part found to be defective; transportation, labour and taxes are the client's responsibility
- Replacement of a portion or all of the parts of RADIANT branded products and/or original accessories does not change the original validation date, effective date or duration of the warranty

Thermal Hydronic Supply Ltd. is the sole company authorized by Radiant Bruciatori S.p.A. Italy to execute the warranty work outlined above.

*Unless otherwise noted.



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