

Product Warranties

Nu-Heat Underfloor Heating & Renewable systems use the highest quality products and are manufactured to exacting standards to provide complete peace of mind.

Products	Parts warranty
Fastflo® UFH pipe (all sizes)	50 years
EnergyPro cylinders** (excluding ancillary components)	25 years**
Underfloor heating manifold (stainless steel rails)	10 years
EnergyPro solar thermal panels	10 years†
NIBE heat pumps	7 years†
Panasonic heat pumps	5 years†
Solar control station	2 years
Electrical components (wiring boxes, thermostats, pumps and ancillary electrical components)	2 years
Plumbing components (manifold valves and gauges, BufferBox100®)	2 years
Nu-Heat ElectroMat® electric underfloor heating	Lifetime†
Thermostats	2 years

DESIGN REASSURANCE

Underfloor heating systems designed and supplied by Nu-Heat are covered by Professional Indemnity Insurance to the value of £10 million.

DESIGN STANDARDS

- BS EN 1264 – Floor heating systems & components (BSRIA Design Guide)
- BS EN 12831 – Heating Systems in Buildings
- Conforms to Building Regulations (Parts L, E, F) and Renewable legislation.
- Acoustic testing on timber/screed intermediate floors: SRL C/04/SL/3123/1
- BSRIA approved design on ClippaPlate for non-screeded floors (not plated systems)
- Report 50290/2 & 18785/1

INSURANCE

- **Professional Indemnity to the value of £10 million to guarantee design.**

In the event that a client suffers financial loss as a result of alleged neglect, error or omission in design, Professional Indemnity Insurance will meet the cost of defending claims and any damages payable.

- **Public Liability to the value of £5 million.**

Public Liability insurance will cover the company in the event of accidental injury to clients by our business operation, in addition to damage to third party property while on business.

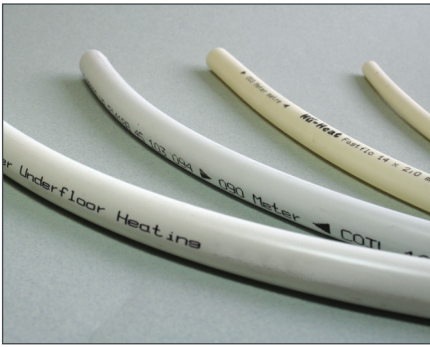
- **Products Liability to the value of £50 million.**

Product Liability insurance covers our legal liability (and associated costs) in respect of injury to any third party or loss of or damage to material property caused by any products supplied.

† Warranty is subject to required servicing.

* EnergyPro Super-Duplex cylinders that are not on a mains water supply have a 10-year warranty (conditions apply).

† Lifetime warranty is for heating cable and de-coupling membrane only (conditions apply).



NU-HEAT'S UNDERFLOOR HEATING PIPE

Fastflo® heating pipe has a 50-year warranty. It is guaranteed for 10 years (third-party insurance-backed) for full reinstatement and for a further 40 years for material replacement only.

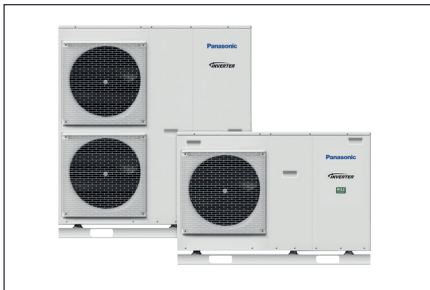
Nu Heat Fastflo® Quality Standards registered by the manufacturer:

- ISO 9001; Quality
- ISO 14001; Environmental Management
- Oxygen impermeability to DIN 4726 in heating systems
- DIN 16892 for PE-Xc pipes; DIN 16833/834 for PE-RT pipe



NIBE AIR SOURCE & GROUND SOURCE HEAT Pumps

- All NIBE heat pumps purchased through Nu-Heat carry a 7-year warranty.
- Heat pumps must be commissioned and sign-off under MCS by Nu-Heat, serviced every year and the servicing / Benchmark documentation must be completed.
- The installer / homeowner must register the warranty through Nu-Heat within 28 days of installation.
- The warranty is only valid for appliances purchased and used in mainland Great Britain.
- Quality Standards Registered; ISO 9001:2000 – Quality; ISO 14001:2004 – Environmental Management.
- NIBE Heat Pump Certificates of Conformity (for EC directives) are available for F2040, 1145, 1245 and 1345.



PANASONIC AIR SOURCE HEAT Pumps

- All Panasonic heat pumps purchased through Nu-Heat carry a 5-year warranty.
- Heat pumps must be commissioned and sign-off under MCS by Nu-Heat, serviced every year and the servicing / Benchmark documentation must be completed.
- The installer / homeowner must register the warranty through Nu-Heat within 28 days of installation.
- Quality Standards Registered; ISO 9001:2000 – Quality; ISO 14001:2004 – Environmental Management.
- Panasonic Heat Pump Certificates of Conformity (for EC directives) are available for all supplied units



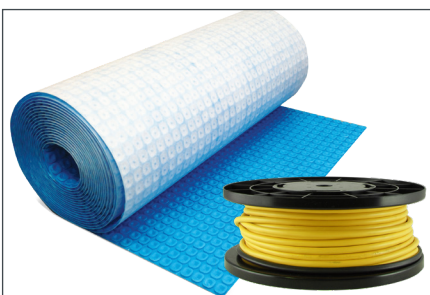
EnergyPro SOLAR THERMAL COLLECTOR

- Nu-Heat EnergyPro Solar Thermal Collectors have a 10-year parts warranty.
- The solar control station carries a 2-year parts warranty.

ENERGYPRO CYLINDER

- Nu-Heat EnergyPro cylinders carry a 25-year parts warranty.
- EnergyPro Super-Duplex cylinders for use with private water supplies have a 10-year warranty (conditions apply).

All cylinders should be installed in accordance with the instructions in the *Installation Manual* and require a full service history.



ELECTROMAT® ELECTRIC UNDERFLOOR HEATING

- Nu-Heat ElectroMat® heating cable and de-coupling membrane is covered by a lifetime warranty (conditions apply).
- The EneoStat has a 2-year warranty.
- The *Commissioning Form* in the *Installation Manual* must be completed in order to validate the warranty.