



SIMPLY SOME OF THE FINEST
FIREPLACES, RADIATORS AND STOVES AVAILABLE

RADIATOR WARRANTY

UK Lifetime Guarantee

We appreciate your radiators are an investment, but when buying through Carron, these really can last a lifetime. Stylish, efficient and built to last, Carron are proud to offer a lifetime guarantee on all radiators.

Finishes/Care instructions

Each radiator is carefully inspected for finish quality prior to dispatch, then carefully wrapped. Should your radiator suffer any damage during positioning then we can supply touch up pots of paint free of charge.

Full polish and Highlight finished radiators external surfaces should be kept dry at all times. A light coat of oil will prevent any surface rust appearing and will need to be reapplied as required.

Water Treatment

On completing the installation of your radiators, the system should be thoroughly flushed with an appropriate cleaning/flushing agent ensuring the manufactures instructions are followed.

The system should then be dosed with a suitable inhibitor. It is essential that this is done correctly and the system pH does not exceed 8. Systematic testing/re-dosing is required as per the manufacturer's instructions, Sentinel and Fernox offer a wide range of suitable products for accomplishing this.

Both Sentinel and Fernox offer a postal sampling service that will test the water in your heating system with the subsequent generation of a full report of any problems and recommended solutions. These packs can be sources from your local plumbers merchants. Failure to do this will significantly reduce the life of your heating system and radiators and would invalidate the Lifetime Guarantee we offer.

Carron is a trading name of JIG UK LTD
Jig UK Ltd., Hurlingham Business Park, Fulbeck Heath, Grantham, Lincolnshire, NG32 3HL



What's Covered?

Carron guarantees that their radiators are free from defects in material and workmanship at the time of purchase. For this Lifetime Guarantee to apply you must follow the care and use instructions provided with your product. This warranty covers normal domestic use only.

Carron will replace defective products free of charge with the same or a similar product (if the original one is no longer available). Carron reserve the right to replace only the defective section of the radiator.

What's not Covered?

This guarantee does not cover damage caused by normal wear and tear, accident, misuse, abuse or commercial use. In addition consequential damage, including plumbing costs are expressly excluded.

Heated towel rails and ancillary items which include, but are not limited to, valves, pipe shrouds and wall stays are covered by our normal 12 months warranty.

Who's Covered?

The original retail purchaser of the product is covered by this guarantee. Cover will cease should the product be sold or otherwise transferred to any other user.

Making a claim

If you believe you have a valid claim to make, please contact the Carron Sales Team: 0808 129 2224 or sales@carron.uk.net

In order to make a claim you will need:

- Completed warranty claim form
- Proof of purchase
- Details of Inhibitor used

How Long Does the Guarantee Last?

This Lifetime Guarantee begins on the date of purchase and lasts until the purchaser sells or transfers the product.

To activate your Lifetime Guarantee and register your product, please visit:
www.carron.uk.net/product-registration

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WARRANTY CLAIM FORM - RADIATORS

Name		
Address		
	Postcode	
E-mail address	Contact telephone number:	
Product purchased:	Model:	
	Finish:	
Date of Purchase: ____ / ____ / ____ DD MM YYYY	Name of the stockist the purchase was made through:	
Proof of purchase available? YES / NO (Please circle)	Details of inhibitor used? System Health Check Report available? YES / NO (Please circle)	
Reason for the claim: (Brief description of the fault / problem): 		

Signature: _____

Date of claim: _____