

## Warranty Information

Thank you for choosing your new Elnur electric heating appliance. Each Elnur product is built to the very highest standards and uses the very best components available. The reliability of Elnur products has become accepted throughout the world as have our levels of expertise and customer service. Your Elnur product has been designed and tested to give you many years of trouble-free service.

For added peace of mind, all Elnur products come with an automatic manufacturer warranty. Your statutory rights are not affected by this warranty.

### Products

RFp & RFe thermal inertia radiators  
RXp & Rxe thermal inertia radiators  
RKSHi & RKSL thermal inertia radiators  
Ingenium low surface temperature thermal inertia radiators  
ADL, SH-M, SH-A & CSH-A storage heaters  
Ecombi high efficiency, smart storage heaters  
TB, TBB, TC & TBC towel rails  
PH & PHT panel heaters  
PHM & PHMT panel heaters  
Gabarron direct & indirect unvented hot water cylinders  
GTS 10 & 15 litre storage water heaters  
CMX and CMXp electric combi boilers  
CM electric system boilers  
IDP, IDM & IC infra-red heaters  
A range industrial heaters  
Accessories

### Warranty Period

10 years body warranty and 5 years electronics warranty  
10 years body warranty and 5 years electronics warranty  
10 years body warranty and 5 years electronics warranty  
10 years body warranty and 2 years electronics warranty  
5 year warranty  
5 year warranty  
2 year warranty  
5 year warranty  
2 year warranty  
25 year warranty (2 yr immersion heater & fittings warranty)  
2 year warranty  
2 year warranty (5 year internal heat exchanger tanks)  
2 year warranty (5 year internal heat exchanger tank)  
2 year warranty  
2 year warranty  
2 year warranty

Subject to the clauses below, Elnur UK Ltd warrants that its products will be free from defects in seals, materials, electronic components and workmanship for the periods stated above.

1. This warranty is expressly limited to repair or replacement of any parts found to be defective under conditions of normal use and service.
2. This warranty does not extend to Elnur UK Ltd being liable for any incidental, special or consequential damages or losses whatsoever
3. This warranty does not cover any defect, damage or malfunction in the product which is due to failure to comply in respect with Elnur's installation, maintenance or operating instructions, faulty storage, handling, installation or repair, mis-use, neglect, accident, abuse or general wear and tear.
4. In respect of products where water passes through them – boilers, unvented cylinders & water heaters. This warranty does not cover any defect by failure to prevent scale or corrosion.

To ensure that your new Elnur appliances provide you with the service that we expect, it is important that they are installed in accordance with all relevant regulations and approved codes of practice.

Your new Elnur appliance warranty commences on the date of purchase and therefore, it is important to retain your purchase receipt. In instances where this is missing, warranty will commence from the date shown on the boiler serial number. Out of warranty service calls or calls where there is not a manufacturing defect will be chargeable.

In the rare event of an issue arising with your Elnur products, please contact our **Customer & Technical Services** on 01942 265048 or email us – [technical@elnur.co.uk](mailto:technical@elnur.co.uk)

Elnur UK Ltd, Technical & Customer Services Dept., Unit 55 Caxton Point Business Centre, Caxton Way, Stevenage, Herts. SG1 2XU.

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