

Dear Customer

Thank you for your recent order. Please take a few moments to read through this information sheet and keep in a safe place for future reference.

Everything you have received has been checked thoroughly before leaving our premises to ensure it is in perfect condition. Anything such as chipping or damage which has occurred during transit should be relayed to us within **3 days** of receipt of order so we can investigate with the carrier company. All the valves, wall brackets, bleed vents, touch-up paint etc, are placed between the leg sections of the bottom radiator. Please check all packaging before discarding.

Residue

Water may still be present inside the radiator from when we tested it. This is perfectly normal and will not cause any damage but please take care to protect carpets and surfaces when moving the radiator into position.

Handling

Please see accompanying Handling Instruction sheet. As part of our rigorous testing procedure all radiators are pressure tested to 8 bars (120 psi) whereas a normal domestic heating system runs at around 1.5 bars (10psi). To avoid gaskets being strained by mishandling we recommend using two short pieces of wood inserted between the last two sections at each end. **Do not** drop or drag the radiator into position as this will weaken the gaskets and make the risk of leaking much higher. Keep upright at all times. **DO NOT CARRY FLAT.**

Touch-up paint

We have included a bottle of touch-up paint to use on minor scratches which may occur whilst being positioned and fitting valves. The contents may settle after time but a small amount of paint thinner and stirring should loosen it. If not we will happily send another bottle.

Storage

If you are not installing the radiators for a while please store in a clean, dry environment. The plastic covering may retain moisture and promote rusting, becoming more severe the longer they are left in this condition. Exposure to extreme conditions i.e. frost may cause water in the radiator to freeze and crack castings rendering our guarantee **void**. Any slight rusting can be removed using a damp cloth.

Problems

If you have any problems with the radiators then please contact us as soon after delivery as possible (within 3 days) and keep the pallet in case you need to return any goods.

INSTALLATION: IMPORTANT NOTES

DO NOT OVERTIGHTEN THE VALVE TAILS INTO THE BOTTOM END CAPS OF THE RADIATOR AS THIS MAY CRACK THE END CAP.

A thread sealant must be applied to the valve tail threads to ensure a water-tight seal. Boss, White & Hemp, Loctite 55, PTFE tape or similar should be used.

During normal installation it is not necessary to unscrew end caps, however if they are unscrewed, only use gentle pressure to retighten, enough to create a good seal. Be careful not to scratch the paint when tightening.

The end caps on the bleed vent side of the radiator are a left hand thread. The cap will need to be held in place while the valve tail is being screwed in.

The end caps on the blank side of the radiator are a right hand thread.

Installation should be carried out by a qualified tradesperson. System installation should be carried out in accordance with BS449, 1990, EN12828: 2003 and BS7593. Water softener systems should only be installed as not to contaminate the heating system water supply as contamination will eventually cause damage to the gasket seals between radiator sections. Failure to comply will void the guarantee.

Only quality inhibitors should be used from recognised manufacturers. Inhibitors should be used in accordance with the manufacturers' documentation, mixed to the correct ratio for use with cast iron radiators. System water should be checked annually to ensure correct pH values as too low or too high pH will cause damage to the radiator seals. Failure to comply will void our guarantee

IF YOU EXPERIENCE ANY DIFFICULTIES DURING INSTALLATION OF THE RADIATORS AND VALVES THEN PLEASE TELEPHONE YOUR RADIATOR SUPPLIER FOR TECHNICAL SUPPORT.

FAILURE TO HEED ANY OF THE ABOVE INSTRUCTIONS WILL RENDER OUR GUARANTEE VOID.

Manufacturers Guarantee & Conditions

The manufacturer (henceforth “we”, “us” “our”) will replace/repair any product found faulty due to manufacturing, or workmanship, free of charge within the guarantee period, subject to the following conditions:

1. The defect is not due to wear and tear, accident, misuse, incorrect operation or failure due to incorrect installation
2. The cost of labour is paid by the Purchaser
3. Proof of purchase is shown by way of invoice and/or receipt. An estimate or quotation will not be permissible.
4. We will not be liable for any consequential loss caused directly or indirectly by any product defect.
5. This guarantee is given to the first purchaser and is not assignable to any third party
6. The guarantee period on cast iron radiators is 10 years from the date of purchase
7. The guarantee period on valves is 2 years from the date of purchase
8. Powder coating by the Purchaser or their agents invalidates the guarantee as we do not have control over the shot blasting or heat treatment process
9. Installation should be carried out to British Standard by a qualified tradesperson. System installation should be carried out in accordance with BS449, 1990, EN12828: 2003 and BS7593. Water softener systems should only be installed as not to contaminate the heating system water supply as contamination will eventually cause damage to the gasket seals between radiator sections. Failure to comply will void the guarantee.
10. Only quality inhibitors should be used from recognised manufacturers. Inhibitors should be used in accordance with the manufacturers’ documentation, mixed to the correct ratio for use with cast iron radiators. System water should be checked annually to ensure correct pH values. Failure to comply will void our guarantee
11. After Care – if the property is left unoccupied for any period of time, we recommend that the system be drained down to avoid any damage to the installed radiators. During periods of extreme cold we recommend that the heating system be left on at a low setting to avoid frost damage. Failure to comply will invalidate the guarantee

This does not affect any of your legal rights under statutory laws or regulations. Please keep this notice in a safe place for future reference.