

Thermogroup Warranty Information

Thermogroup covers all its products with a satisfaction guarantee. In addition, Thermogroup will supply a replacement product where a fault is shown to be caused by faulty manufacture, materials, or workmanship providing the goods have been installed correctly and according to the installation instructions. For any manufacturing faults occurring within 12 Months of purchase and requiring a licensed electrician to replace, Thermogroup will arrange troubleshooting and replacement on behalf of the customer. For any manufacturing faults outside of this initial 12 Month period or not requiring an electrician to replace, Thermogroup will supply parts only for the duration of the advertised warranty period and will not cover removal or installation costs.

Product	Warranty
Underfloor Heating Systems including; <ul style="list-style-type: none"> Thermonet 150W/m² & 200W/m², Thermowire, Thermoscreed, Thermofoil and Thermoslab Econoboard Insulation 	Lifetime Parts & Labour Warranty
Thermostats & Accessories	3 Year Replacement Warranty Includes 12 Months Parts & Labour
Outdoor Heaters	2 Year Replacement Warranty Includes 12 Months Parts & Labour (hardwired models only)
Thermorad In Wall Panel	10 Year Parts & Labour Warranty
Polished Stainless Steel Heated Towel Rail range including; <ul style="list-style-type: none"> Horizontal Single Bar Rails, Vertical Rails and Ladder Rails in Polished Stainless Steel 	10 Year Replacement Warranty on Towel Rails Includes 12 Months Parts & Labour (hardwired models only) Note: Transformers supplied with 12 Volt models hold a 12 Month Warranty only
Other Heated Towel Rail ranges including; <ul style="list-style-type: none"> Horizontal Single Bar Rails, Vertical Rails and Ladder Rails in all coloured finishes including but not limited to; Matt Black, Brushed Stainless Steel, Brushed Nickel, Satin White, Matt White, Brushed Gold, Brushed Brass, Brushed Bronze, Gun Metal and Brushed Gun Metal Budget Range Towel Rails Free Standing Rails 	7 Year Replacement Warranty Includes 12 Months Parts & Labour (hardwired models only) Note: Transformers supplied with 12 Volt models hold a 12 Month Warranty only
Custom Plated Heated Towel Rails	5 Year Replacement Warranty Includes 12 Months Parts & Labour
12 Volt Transformers	12 Months Parts & Labour Warranty
Heated Towel Rail Timers	TRTS/L/B/LB, TRBT: 2 Year Replacement Warranty 5289, ET12C, ET12CB: 1 Year Replacement Warranty Includes 12 Months Parts & Labour
Non-Heated Towel Rails	Polished Stainless Models: 10 Year Replacement Warranty Black & Brushed Models: 7 Year Replacement Warranty
Solid Surface Bathroom Furniture	5 Year Replacement Warranty
Premium Back-Lit Mirrors	3 Year Replacement Warranty Includes 12 Months Parts & Labour
Framed Mirrors, Frameless Mirrors, and Mirror Cabinets	2 Year Replacement Warranty
Magnifying Mirrors	1 Year Replacement Warranty Includes 12 Months Parts & Labour (hardwired models only)
Thermomirror Demister Pads	10 Year Replacement Warranty Includes 12 Months Parts & Labour

Warranty Conditions

Our warranty applies only if:

- Proof of purchase is supplied, showing the product code and purchase date.
- Claim is made within the applicable warranty period which begins from date of purchase.
- The item has been installed correctly according to installation instructions and local regulations.
- The product has been used under normal operating conditions.
- The failure is confirmed to be a manufacturing fault or defect.
- The original item is returned to Thermogroup for further inspection and investigation if requested.

Please refer to the [Lifetime Warranty Terms & Conditions](#) for more information on our Underfloor Heating Warranty.

Guarantee Information

All Thermogroup products are covered by the warranty period advertised. If the product develops a fault within the warranty period due to normal wear and tear, Thermogroup at its discretion will recognise whether it's a faulty product or not. If it is impossible or not economical for the manufacturer to repair the product, the manufacturer will replace the faulty product with a new unit of the same model or if there is no stock available of the same model as the product, the manufacturer will replace the product with a new unit of a similar size. No responsibility can be taken for altered dimensions and lining up of existing holes. The repair service offered within the warranty period only covers the faults and problems as developed from the manufacturer's errors. Any damage caused by improper use or carelessness or incorrect installation is not covered.

Thermogroup is not responsible for any monetary loss or injuries caused by improper use of this product. Care and maintenance of your Thermogroup product must be done in accordance with the product installation guide.

Thermogroup are not held accountable for:

- Damages or repairs as a result of incorrect installation or application.
- Damages as a result of floods, fires, winds, lightning, accidents, corrosive atmosphere or any other conditions/situations deemed beyond the control of Thermogroup.
- Use of incompatible components or accessories.
- Products installed outside of Australia.
- Normal maintenance and care procedures as described in the installation guide.
- Parts not supplied or designated by Thermogroup.
- Damages or repair required as a direct result of any improper maintenance, operation or servicing.
- Failure to power up or start as a result of inadequate/interruption of electrical service.
- Changes in the appearance of the product that do not directly affect the performance of the product.

Please Note: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Making a Claim

At Thermogroup, we stand behind the quality of our products and take ownership for all outcomes. Our goal is to resolve warranty issues efficiently, reduce disruption and provide a straightforward experience through clear and proactive communication. In the event that you have an issue with your Thermogroup product, please reach out to our Customer Care team and we would be happy to assist you in getting this resolved.

Phone: 1300 368 631

Technical Line: 1300 989 464

Email: sales@thermogroup.com.au

Website: <https://www.thermogroup.com.au/>

Warranty Registration or Claim: <https://www.thermogroup.com.au/warranty/>

