

# IMPORTANT NOTICE & WARRANTY

**The addition of an appropriate volume of inhibitor to all heating systems is essential.**

An appropriate amount of inhibitor should be used as standard practice when installing any system to negate the corrosive action caused by interaction between the various metallic components, including copper, brass, iron, steel & aluminium & untreated contaminated water leading to electrolytic action.

This process is more aggressive when the system is heated.

**You cannot put too much inhibitor in your system.**

Failure to add an inhibitor in sufficient quantity will often affect the individual components in your whole heating system resulting in damage to seals, gaskets etc. It will also have a detrimental effect on the overall efficiency of the system as a result of a gradual build-up of sludge & other harmful compounds.

As a function of their design, cast iron radiators will have substantially higher water content per radiator when compared to a modern steel panel/convector type radiator.

**In view of this, it may be necessary to add up to 3-4 times the standard amount of inhibitor to your heating system depending on the number of cast iron radiators installed.**

Appropriate dosing tool must be used and water subsequently tested to ensure correct levels of inhibitor are added to match the total water content of your system. This should be recorded for future reference.

**Failure to do so will invalidate any warranty offered.**

In addition to the above, it is always important to remember that every time your heating system is drained down for repairs/alterations/decorating etc, Inhibitor will need to be re-introduced again to the correct dosing level.

To comply with BS 7593:2019, inhibitor levels should be checked annually and recorded.

BS 7593:2019 also states that after 5 years systems should either be re-dosed, or a laboratory test performed. **Failure to do the above will invalidate you warranty.**

If you have a sealed/pressurised system, once the correct amount of inhibitor is added to the system, it should remain active for the life span given by the manufacturer or until the system is drained.

If you have a vented/open system, you must regularly check that the inhibitor in the system is at correct level for your system as evaporation may affect levels over time. Failure to do so will invalidate your warranty

Lastly, 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.

## **IMPORTANT INFORMATION:**

- As the radiators are hand assembled, dimensions are approximate. We therefore advise that the pipe work should only be in place once the radiator has been delivered.

### **Acceptance of Deliveries:**

- Please ensure that the goods are unpacked when they are delivered and check them thoroughly. Any damage/shortfalls must be reported immediately & noted on delivery documentation. The Company cannot be held responsible for any damage/shortfalls occurring after delivery.

### **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.**

### **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.

### **Accessories & Bleed valves:**

All fittings (Valves, wall stays, pipe sleeves & air vents etc.) are packed in between the legs of radiators. **Your bleed valves will be placed inside the box which is clearly marked BLEED VENTS ENCLOSED**, usually the touch up paint is found in this box too. You **MUST** check its contents upon delivery & report any missing items immediately.

### **Painting and Finishes:**

For painted goods, the Company gives no guarantee that the colour will accord precisely with the advertised colour and the Purchaser accepts that there may be minimal differences. Please note that colours presented online will vary between different computers and monitors and that printed colours may vary slightly from the actual paint colour: Top coated colours will 'dull down' over time through use & heat.

### **Powder coating:**

**We recommend that our radiators are not Powder Coated in order to ensure protection of all gaskets/seals. If radiators are Powder Coated post sale, this will invalidate any guarantee offered.**

## Fitting guidelines:

- A common cause of leaks is over tightening of the valve tails into the bush ends of the radiator. Over tightening will crack the bush. When fitting the valve tail into the bush, turn it finger tight, then using a spanner turn it until there is only moderate resistance. Using a 4" spanner it is difficult to over tighten. A thread sealant must be applied to the radiator end caps and to the valve tail threads to get a water tight seal. LSX sealant, which is available at most plumbers' merchants, is recommended. PTFE tape is an acceptable alternative. The torque from an 8" adjustable spanner will be sufficient to create a good seal.
  - All valves and air vents/bleed valves to be fitted with an LS sealant or PTFE tape.
  - NO caustic/corrosive/acidic plumbing compounds or liquids are to be used on or in any part of our radiators, our valves, or connections including aggressive flushing agents. **Failure to not adhere to this will invalidate your guarantee.**
  - On Commissioning, the water in the system MUST BE cleaned to remove debris, flux & residues. It should then be tested and, if required, neutralised correctly following the use of any compounds etc if required using appropriate crystals or similar.
  - If your system requires flushing, we recommend the use of Fernox F3 followed by the use of Fl rust inhibitor, which unlike other chemicals are not acid based and should not affect seals. After treatments the water should be checked for a neutral PH between 6.5 - 8.5. System design, flushing and dosing must be in accordance with B5449.1990. BS EN 12828: 2003 and BS 7593:2019.
- Following this procedure, the system must be closed with a sufficient Corrosive Inhibitor suitable for the water quality in your system. Dosing tools must be used to ensure the minimum correct levels of inhibitor are present at all times to prevent corrosion and should take into account the particular metals within the system.

Appropriate inhibitor should be used in conjunction with manufacturer's instructions & appropriate quantities must be used for the water content of the system. **Failure to do so will invalidate your guarantee. The use of water softener in the heating system can cause problems with the gasket seal and will invalidate any guarantee offered.**

## Guarantees & Condition of Sale -

Radiators sold are guaranteed for a period of 10 years.

The Company will replace any goods found faulty due to manufacturing or workmanship defects, free of charge within this period, subject to the following exceptions:

- If the defect arises as a result of wilful damage, negligence, misuse, abnormal working conditions, failure due to incorrect installation or failure to follow our instructions;
- If the buyer alters or repairs such products without our written consent;
- If the buyer has not paid the Contract price for the Products by the payment date.

Defective goods will be repaired or replaced subject to the following conditions:

- The Buyer provides proof of original purchase & written notice of the defect immediately;

- The company reserves the right to change only the defective part or section of a sectional radiator;
- **Consequential loss- the company is not liable to any consequential loss caused directly or indirectly by any defect in its goods including any costs of labour incurred by the Purchaser;**
- 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
- **The benefit of this warranty is given to the first retail purchaser of the goods and is not assignable.**