

After-Sales Warranty Policy

Warranty Period:

From the date the installation passes final acceptance, the warranty period is:

- **10 years** for the underfloor heating modules
- **1 year** for the thermostat

The following situations are not covered by the warranty:

- The warranty period has expired.
- The product is not manufactured or supplied by our company.
- Damage caused by installation not carried out in accordance with the Underfloor Heating Module Installation Guide.
- Damage caused by use not in accordance with the Underfloor Heating System Operation Manual.
- Damage caused by force majeure, such as natural disasters, war, or other abnormal external factors.
- Damage caused by user self-installation, disassembly, or modification.
- Damage caused by insects, rodents, or other similar factors.
- Damage caused by the use of accessories or auxiliary materials not supplied or specified by our company.
- Any additional services or commitments made by distributors without our written authorization shall be the sole responsibility of the distributor, and our company shall bear no liability for such commitments.

The final right of interpretation of this warranty policy belongs to our company.