



Manufacturer's Warranty

The Radiator User Manual, Declaration of Performance and Installation Instructions forms part of the manufacturer's warranty and must be read prior to unpacking the radiator to ensure this Warranty remains in place.

Name and Address of Manufacturer

This warranty is between the purchaser of the Radiator and the Manufacturer.

Covered

1. This Warranty covers the Radiator only for the following aspects
 - a. Appearance – Per Appearance column on Warranty Period table below for your radiator type, covering surface coating, starting 2 weeks after the date of purchase
 - b. Functionality – Per Appearance column on Warranty Period table below for your radiator type, covering water tightness, starting 2 weeks after the date of purchase
2. This Warranty Covers products purchased and Installed in the United Kingdom only

Warranty Period Table

Radiator Type	Appearance	Functionality
Chrome	5	15
Stainless Steel	25	25
All Others	5	15

Note: The radiator is covered from the date of purchase, we start the warranty period 2 weeks after the date of purchase for your benefit.

Not Covered

1. Any other parts purchased, even if at the same time, are not covered by this warranty and you should refer to the manufacturer's warranty for those parts.
2. Apart from installation to a heating system and addition of valves, there are no allowed modifications to this product.
3. Using the product with a heating system that is not listed on the Installation Guide will void the warranty.
4. Internal Cleaning – cleaning the radiator and central heating system with appropriate cleaning fluids is a supported part of the product maintenance, however, any damage caused by the cleaning fluids is not covered by this warranty. In addition, any damage caused by a high-pressure wash is also not covered by this warranty.
5. External Cleaning - The radiator can be cleaned with normal household products, however if any abrasive cleaning material/products or bleach/acidic product are used this will void the warranty of the product in relation to appearance.
6. Radiators can be used for drying non-abrasive material products, however, any discoloration or damage caused by the material (for example, dye running from the material onto the radiator) are not covered by warranty and will void the warranty in relation to appearance.
7. All radiator products undergo a visual inspection prior to dispatch, any scuffs, marks, chips, dents or burrs must be reported prior to installation of the product, therefore it is



recommended that the customer carry out a visual inspection of the radiator prior to installation. Any scuffs, marks, chips, dents, breaks or burrs are not covered by warranty once installed.

Please note, that for your convenience we can provide 'touch up' paint should anything be noticed after installation, please contact your retailer in this event.

8. In relation to the above 3 points, it is NOT recommended that you use the radiator to dry abrasive materials, as this will result in removal of paint and void the warranty in relation to appearance.
9. Operating the radiator beyond the "Maximum Operating Pressure" outlined in the Declaration of Performance will void the warranty. The first general symptom of this is the radiator deforming in shape or leakage, continuous usage beyond Maximum Operating Pressure may result in a rupture.
10. Radiators installed in poorly ventilated locations are not covered by this Warranty for the 'Appearance' aspect.
11. Any damage caused by allowing the fluids inside the radiator to reach freezing temperatures is not covered by the warranty.
12. In order to maintain the warranty, you must ensure that appropriate measures are taken concerning the maintenance of the heating system and water quality in general, such as managing hard water and PH levels to prevent limescale, corrosion and magnetite, and that the heating system used can be considered balanced. This can include but not limited to appropriate use of Inhibitor.
13. Installing the radiator on the hot water circuit/loop is not covered by this Warranty, it must be installed on the central heating circuit/loop.
14. The radiator not heating up is not covered by this warranty (see Heating Issues section at the end of this warranty for further information).
15. The radiator 'making noises' is not covered by this warranty (see Noise Issues section at the end of this warranty for further information).

Not Covered - Additions for Electric Compatible Radiators

1. Any Electrical parts i.e. the heating element used, are not covered by this warranty, please refer to the warranty for the heating element if such a warranty exists.
2. If the product is being installed as Electric Only, please refer to the User Manual and Installation Guide for the amount of Radiator solution that should be added. If a different amount of solution is added it will void the Warranty in its entirety.
3. The radiators cannot be operated 'dry', failure to use appropriate heating fluid and the appropriate amount of heating fluid will void the warranty of the radiator.

Making A Claim Under Warranty

What you will need to make a claim

1. You will need to retain your proof of purchase, which must show the retailer you purchased from and date of purchase.
2. UKCA Label included with the Product Packaging.



3. In certain circumstances, proof may need to be provided that the issue is with the radiator and not another part of the heating system, such as having a water quality test conducted. In certain scenarios the cost of providing this proof will need to be covered by the consumer.

In the first instance, contact the retailer that you purchased the product from and they will assist with the Warranty replacement process.

In any case, by making a Warranty Claim you agree to both the retailer and us (the manufacturer) to contact you concerning the Warranty Claim, including any feedback requests regarding the level of service and process in place for Warranty Claims. We will not contact you about anything else unless otherwise agreed.

In order to contact you efficiently, we would require either a Telephone Number, Email Address or both.

Warranty Process

Once contact is made for a warranty claim, we will ask questions to determine the cause of the issue and whether the issue itself is covered by the Warranty.

Where the product has been found to be covered by this warranty, the following process will apply

1. The Radiator will need to be returned, where we will attempt to fix the radiator and retest the functionality.
 - a. If there is no fault found with the radiator, this will be returned to the consumer as is.
 - b. Where there is fault found with the Radiator and it cannot be repaired, we will replace the radiator.
 - i. If the model of radiator purchased has ended and is no longer available, we will offer a replacement of similar style and value to the originally purchased radiator.

United Kingdom Consumer Rights Act 2015

This Warranty is a Manufacturer's Warranty, it in no way impacts your consumer rights between you (the consumer) and your retailer that you made the purchase from.

Know your rights

You can find out more information about your consumer rights and whether they apply to you on the below link.

<https://www.gov.uk/government/publications/consumer-rights-act-2015/consumer-rights-act-2015>

Troubleshooting

Heating Issues



A heating system is a process within a building that is heavily dependent on balance, there are various things that can impact this balance from the boiler to the air pressure and water flow.

The production of heat is reliant on this system, and the radiator itself has no mechanical or moving parts, therefore, and generally speaking, the causes of a radiator not heating up is related to the heating system as a whole and is why issues relating to the radiator heating up are not covered by this Warranty.

The following issues may occur during installation or over the lifetime of the radiator, further investigation may be required into the cause for the consumers specific scenario and the following is simply to provide further guidance of some issues that could occur.

Air in the radiator

Common Situation: - Newly installed radiators, changes to the heating system and over the lifetime of radiators.

Common Symptom: - The radiator heats up at the bottom parts, but not at the top.

Common Cause: - Trapped air in the upper parts of the radiator.

Common Solution: - Bleed the radiator, this is a process of releasing excess air trapped in the top part of the radiator. If this issue is happening frequently, then there is likely a more serious underlying cause in the heating system as a whole and further investigation may be required.

Magnetite (Sludge) in the Radiator

Common Situation: - Over the lifetime of the radiator.

Common Symptom: - The radiator heats up at the top parts, but not at the bottom parts.

Common Cause: - Magnetite (Sludge) build up in the bottom parts of the radiator, preventing water from flowing through properly.

Common Solution: - There are internal system cleaning products available, but further investigation may be required as there can be more serious underlying causes.

Please note that a high-pressure wash of the internal radiator may involve operating the radiator beyond its maximum operating pressure, causing the radiator to rupture, this would void the warranty of the radiator per the “not covered” section of this warranty.

Valves and Thermostatic Valves

Common Situation: - New Installations and over the lifetime of the radiator.

Common Symptom: - The pipe is warm, but the radiator does not heat up.

Common Cause: - The Valve is closed or has closed due to a fault with the valve, or the Valves have been over tightened.

Common Solution: - One easy method to tell if the valve has been overtightened is to remove the TRV head. There may be a valve warranty in place, which is not covered as part of this Radiator Warranty.

Lockshield Valve not properly configured/Balanced heating system



Common Situation: - Newly installed radiators, changes to the heating system and over the lifetime of radiators.

Common Symptom: - Radiator does not heat up, does not get as hot as other radiators, or it takes a long time to heat up.

Common Cause: - Improperly balanced heating system

Common Solution: - In order to balance the heating system, the lockshield valves need to be open a certain amount in relation to the position of the radiator in the heating system as a whole. If it is open too much or not enough on 1 radiator, it can prevent another radiator in the building from receiving enough hot water in order to heat up sufficiently. This issue may require further investigation around the property to rectify.

Noise Issues

The radiator itself does not have any moving parts, so there is nothing within the radiator product itself that could make a noise.

However, there are issues with the installation of the radiator or the heating system as a whole that can cause the appearance of the radiator making noise. These can range from minor issues easily resolved, to more severe issues meaning there is a more serious underlying issue with the heating system that needs to be addressed.

It is often difficult to identify the location of a noise, further investigation around the property may be required to rectify.

Installation Position

The radiator is comprised of metal, and as part of its standard and expected functionality when that metal is heated up it will expand and when it cools down it will contract, the same applies to all pipes and valves feeding the radiators in the home.

Dependent on the way the radiators have been installed against the brackets, valves and pipes, the radiator may expand towards the bracket or other objects around it, and as it re-adjusts against that object, make a sound. The sound could also be coming from the valves or the pipes around the radiator.

Often when installing a new radiator, pipes are either bent, re-run or slightly pushed out of position, which is a common cause of noise after install.

Over the course of its lifetime, which is quite some time for a radiator, this issue may arise due to the natural shifting of buildings over time.

For new installations, this issue may resolve itself over time as the radiator finds its natural position, however. While you should report the issue as soon as it is noticed to your retailer, it is not uncommon to be asked to wait a short period to see if it resolves where the suspected cause is the radiator mounting position.

Air in the radiator



When there is a lot of air trapped in the radiator, it will prevent the radiator from heating up. However, smaller trapped air bubbles can result in a functioning heating system that makes noises. It would usually be noticed when the radiator is heating up and can be resolved by bleeding the radiator.

Over time, this issue may result in a heating issue with the radiator as the amount of trapped air builds up and if this issue keeps reoccurring, then there could be a more serious issue with the heating system as a whole that needs to be addressed.

Radiators Heating up too quickly

One common cause for noise is a result of radiators heating up too quickly which has the subsequent impact of causing the metal in the radiator to rapidly expand. This can be caused by the boiler temperature being too high or by the valve configuration resulting in the radiator rapidly heating up. Lowering the boiler temperature or re-configuring the valves can resolve this issue and should not result in a reduced overall performance.

Other Issues

There are a range of sounds that can be caused by the heating system in your building as a whole, from light tapping or gurgling sounds, to loud hammering sounds.

The causes of these are numerous, it could be the pipes under the floorboards not having enough room to expand, to limescale build up, immersion elements being faulty or even the boiler itself being faulty.

It is always important to investigate these various sounds.

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