



We expect that you'll be incredibly pleased with our products but, to give you even more satisfaction and peace of mind, it comes with this free of charge warranty.

Please note that radiator valves bought from any company other than HotFlow are not covered by this warranty.

This warranty isn't transferable.

Nothing in this warranty affects your statutory rights.

Start date of the warranty

This warranty is valid from the date that you bought our product.

What's covered?

Our aim is to repair the valve you've bought but if we can't then we'll provide a replacement or a refund.

What's not covered?

Labour costs, courier costs or any consequential loss suffered are not part of this warranty.

How long is it valid for?

Your warranty period is dependent on the radiator valve you have purchased, as shown in the table below.

| Range Name | Warranty Period |
|-------------------|------------------------|
| Jordan | 3 Years |

What should I do if I want to use the warranty?

You should contact us in writing (sending an email to rv@hot-flow.co.uk is fine) within seven days of becoming aware of the defect, providing photographic / video evidence of the faulty valve in situ.

Your name & address are the only proof of purchase that we'll need.

We will need to see proof (in the form of an invoice or a schedule of works) that annual services have been completed by a qualified engineer.

We'll also need to carry out a physical inspection of the valve.

What will invalidate the warranty?

We don't want to invalidate this warranty – our reputation is important to us, after all – but we won't be able to honour it if any of the following apply:

- There's been a delay in reporting a defect to us.
- The valve has been wilfully damaged.
- Our installation instructions haven't been followed.
- The valve hasn't been operated in line with our instructions.
- A system inhibitor hasn't been used or concentration levels maintained.
- The valve has been modified by someone other than us.
- Your heating system hasn't had annual servicing or maintenance.
- Failure to use a fully qualified installer to undertake any work.
- Someone other than Radiators 4u has carried out a repair to the valve.