

Elektra Equipment Purchased:
Date of Purchase:

Purchaser's Full Name		
Installation Address:		
Town	County	Postcode
Email Address:		

Installers Details

Street		
Town	County	Postcode
Email Address:		
Professional Body Membership:	Enrolment No.	

Test Readings:

	Before Installation	After Installation
Resistance of Heating Element (P-N)		
Insulation Resistance (P/N-E)		

Type of floor covering installed over heating cable / mat:
--

I hereby confirm that I have read and understood the installation & operational manuals supplied with the Elektra heating system and the heating system has been installed as specified. I acknowledge that no claim can be brought against the Elektra (UK) LTD or its agents for any consequential loss or damage.

Signed

Date

**How important were the following when choosing your underfloor heating?**

	Not at all				Very
	1	2	3	4	5
<b>Cost of Equipment</b>	1	2	3	4	5
<b>Reputation of Company</b>	1	2	3	4	5
<b>Recommendation from others</b>	1	2	3	4	5
<b>Ease of Installation</b>	1	2	3	4	5
<b>Running Costs</b>	1	2	3	4	5
<b>Customer Service</b>	1	2	3	4	5
<b>Warranty</b>	1	2	3	4	5

**If you had to contact Elektra for any reason, please rate the following:-**

	Very Bad			Very Good	
	1	2	3	4	5
<b>How quickly did you speak to the right person?</b>	1	2	3	4	5
<b>Was your query dealt with promptly?</b>	1	2	3	4	5
<b>Were you satisfied with the answer(s) you were given?</b>	1	2	3	4	5
<b>If provided with a quotation, how easy was it to understand?</b>	1	2	3	4	5

**Finally, please will you rate the following:-**

	Not				Very
	1	2	3	4	5
<b>How easy were the installation instructions to understand?</b>	1	2	3	4	5
<b>Would you buy Elektra products again?</b>	Yes			No	
<b>Would you recommend Elektra to other people?</b>	Yes			No	

**Any other comments**

**LIFETIME WARRANTY**

Thank you for purchasing an **ELEKTRA** Underfloor Heating system, which we are certain you will enjoy the benefits of. ELEKTRA (UK) LTD provides a guarantee for ELEKTRA heating cables and ELEKTRA heating mats for a **LIFETIME** period, and all other ELEKTRA supplied products for a 2 year period against defects in material and production. This guarantee is applicable only for the original floor covering under which the heating cable or mat is fitted.

**Lifetime warranty conditions apply:**

- a) The heating system must be registered with ELEKTRA (UK) LTD within 30 days of purchase. Registration must be completed by filling out the card accompanying this guarantee, in English, and sending to the address shown. In the event of a claim, proof of purchase is required, so keep your invoice and receipt – such invoice and receipt should state the exact model that has been purchased;
- b) An Elektra thermostatic controller c/w floor sensor must be used to regulate the heating cable / mat.
- c) The heating system must be earthed and protected by a Residual Current Device (RCD) at all times:
- d) All electrical works / connections must be carried out by a qualified electrician.
- e) All installation works must comply with local and national building regulations.
- f) The Lifetime guarantee is applicable to the original purchaser of the heating cable / mat. In the event that the property is sold to another occupier, the duration of the guarantee is limited to 10 years from original date of purchase of the heating cable / mat.
- g) This warranty is void, if payment of the equipment is in default.
- h) If a cable / mat is repaired by ELEKTRA (UK) LTD, the guarantee period is limited to 5 years from original date of purchase of the heating cable / mat.

**Elektra Thermostats are guaranteed for a period of 2 YEARS from the date of purchase, except as provided below.**

Neither guarantee continues if the floor covering over the heater(s) is damaged, lifted, replaced, repaired or covered with subsequent layers of flooring. The guarantee period begins on the date of purchase. Registration is confirmed only when receipt of the guarantee card is acknowledged by ELEKTRA (UK) LTD. During the period of the Guarantee ELEKTRA (UK) LTD will arrange for the heating cable / mat to be repaired or (at its discretion) have parts replaced free of charge. The cost of repair or replacement is your only remedy under this guarantee, which does not affect your statutory rights. Such cost does not extend to any cost other than direct cost of repair or replacement by ELEKTRA (UK) LTD and does not extend to costs of relaying, replacing or repairing any floor covering or floor.

**ELEKTRA (UK) LTD SHALL IN NO EVENT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO EXTRA UTILITY EXPENSES OR DAMAGE TO PROPERTY.**

***ELEKTRA (UK) LTD is not responsible for:***

1. Damage or repairs required as a consequence of faulty installation or application.
2. Normal maintenance as described in the installation and operating instructions.
3. Damage or repairs required as a result of any improper use, maintenance, operation or servicing.
4. Failure to start due to interruption and/or inadequate electrical service.
5. Any damage caused by frozen or broken water pipes in the event of equipment failure.
6. Changes in the appearance of the product that does not affect its performance.
7. Damage as a result of floods, fires, winds, lightning, accidents, corrosive atmosphere or other conditions beyond the control of ELEKTRA (UK) LTD.
8. Use of components or accessories not compatible with this heating cable / mat.
9. Parts not supplied or designated by ELEKTRA (UK) LTD.
10. Products purchased and / or installed outside the United Kingdom.

In the event that a thermostat is suspected to be faulty, the unit must be returned to Elektra (UK) LTD for repair / replacement. Replacement thermostats will not be dispatched until the reported faulty unit is received by Elektra (UK) LTD.

Should an Elektra engineer be required to repair a cable or mat, a refundable deposit will be required. If the fault is established as a manufacturing fault and not an installation fault, then this deposit will be refunded in full. If the heating cable or mat fails due to damage caused during installation or tiling, this guarantee does not apply. It is therefore important to check that the heating cable / mat is working prior to covering.



This guarantee is provided by ELEKTRA (UK) LTD and underwritten by Elektra Sp. j., ul. Marynarska 14, 02-674 Warsaw, Poland.