

Limited Warranty

Watts Radiant warrants SunTouch® electric floor warming mat (“the Product”) to be free from defects in materials and workmanship for ten (10) years from the date of manufacture, provided the Product is installed in accordance with: the accompanying SunTouch Installation Manual, any special written design or installation guidelines by Watts Radiant for this project, the National Electrical Code (NEC), the Canadian Electrical Code (CEC), and all applicable local building and electrical codes. This warranty is transferable to subsequent owners.

Controls sold under the SunTouch name are warranted, parts and materials, for one year. Other controls carry manufacturer’s factory warranty.

Watts Radiant assumes no responsibility under this warranty for any damage to the Product caused by any tradespeople, visitors on the job site, or damage caused as a result of post-installation work.

The staff at Watts Radiant is available to answer any questions regarding the proper installation or application of the Product at this toll free phone number: 888-432-8932. If you are ever in doubt about the correct installation procedure to follow, or if the Product appears to be damaged, you must call us before proceeding with the installation, or proposed repair.

Under this Limited Warranty, Watts Radiant will provide one of the following remedies:

a. If the Product is determined by Watts Radiant to be defective in materials and workmanship, and has not been damaged as a result of abuse or misapplication, we will refund the cost for repair of the Product, as well as labor and materials required to repair the Product. Watts Radiant will not assume responsibility for the cost of flooring materials, or the cost to remove and replace flooring materials.

b. Or, if Watts Radiant determines the repair of the Product is not feasible, we will replace the Product or refund the original cost of the Product.

This Limited Warranty is null and void if the project owner, or his designated representative, attempts to repair the Product without receiving prior authorization. Upon notification of a real or possible problem, Watts Radiant will issue an Authorization to Proceed under the terms of this Limited Warranty.

WATTS RADIANT DISCLAIMS ANY WARRANTY NOT PROVIDED HEREIN, INCLUDING ANY IMPLIED WARRANTY OF THE MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. WATTS RADIANT FURTHER DISCLAIMS ANY RESPONSIBILITY FOR SPECIAL, INDIRECT, SECONDARY, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING FROM OWNERSHIP OR USE OF THIS PRODUCT, INCLUDING INCONVENIENCE OR LOSS OF USE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE FACE OF THIS DOCUMENT. NO AGENT OR REPRESENTATIVE OF WATTS RADIANT HAS ANY AUTHORITY TO EXTEND OR MODIFY THIS WARRANTY UNLESS SUCH EXTENSION OR MODIFICATION IS MADE IN WRITING BY A CORPORATE OFFICER.

DUE TO DIFFERENCES IN BUILDING AND FLOOR INSULATION, CLIMATE, AND FLOOR COVERINGS, WATTS RADIANT MAKES NO REPRESENTATION THAT THE FLOOR TEMPERATURE WILL ACHIEVE ANY PARTICULAR TEMPERATURE, OR TEMPERATURE RISE. UL® STANDARD LISTING REQUIREMENTS LIMIT THE HEAT OUTPUT OF SUNTOUCH MATS TO 12 WATTS PER SQUARE FOOT, AND AS SUCH, USERS MAY OR MAY NOT BE SATISFIED WITH THE FLOOR WARMTH THAT IS PRODUCED. WATTS RADIANT DOES WARRANT THAT ALL MATS WILL PRODUCE THE RATED WATT OUTPUT LISTED ON THE MAT NAMEPLATE, WHEN OPERATED AT THE RATED VOLTAGE.

Some states do not allow the exclusion or limitation of incidental or consequential damages and some states do not allow limitations on how long implied warranties may last. Therefore, the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Terms and Conditions

Shipping Discrepancies: Incoming materials should be inventoried for completeness and for possible shipping damage. Any visible damages or shortages must be noted prior to accepting the material. Once the receiving personnel accepts the material on their dock, they have relieved the freight company of any responsibility. Any discrepancy concerning type or quantity of material shipped, must be brought to the attention of Watts Radiant within 15 days of the shipping date entered on the packing slip for the order.

Return Policy: Watts Radiant items may be returned, if they are not damaged or used. There will be a 25% restock charge applied to items returned due to overstock or customer order error. All returned items must not be damaged and in new condition. SunTouch heating mats, controls or other parts that have a quality defect will be replaced (not credited) at no charge to the customer. If an item is shipped in error, there will be no restocking charge. All items returned, for either replacement, credit or repair, must have a Returned Goods Authorization (RGA) number, or they will not be accepted. Please call our order desk for an RGA number. Products older than 180 days are excluded from these terms and conditions and may not be returned.

Products that have been damaged or heating mat(s) that have been cut, may not be returned. This includes mat that has had mortar or concrete materials applied to them. These materials cannot be repaired and cannot be resold; therefore, we cannot accept them.

Please note: Watts Radiant offers free repair to mats (heating elements) that are damaged in the field. Ship the mat to Watts Radiant and we will repair it and ship it back at no charge. This offer does not apply to controls. You must call and ask for a Returned Goods Authorization (RGA) number before shipping damaged mats back to us.