



PLATINUM  
WATER HEATERS

## 5 Year Platinum Warranty

Back to homepage: [www.platinumwaterheaters.co.uk](http://www.platinumwaterheaters.co.uk)

### **WARRANTY**

5 year platinum warranty has been introduced so that the user can count on many years of hot water produced by our electric water heaters. We have a tremendous amount of satisfaction in our products that we feel it is only fair to offer the 5 year platinum warranty to everyone who purchases an electric water heater from us. If one of our electric water heaters do slip through our quality control we will happily repair or replace the defected water heater if within the 5 years from date of order.

Platinum Water Heaters warrants the electric water heater range to be free from defects in materials and workmanship for the period of 60 months / 5 years from the original date of purchase. If you discover a defect in a product/ tank covered by the 5 platinum warranty, we will repair at our option using new or a refurbished tank. Please note this warranty only covers the tank and not electrical components.

If not possible to repair we will replace the item. Please note our 5 year platinum warranty only covers defects in the tank.

Electrical parts are only covered by a 12 month guarantee.

### **EXCLUSIONS**

This warranty covers defects in manufacturing discovered while using the product as recommended by the manufacturer.

The warranty does not cover loss or theft, nor does it cover damage caused by misuse/abuse/unauthorised modification.

This warranty does not include improper storage or natural disaster.

The electric water heater must be serviced within accordance to Platinum Water Heaters who keep a record of service parts used on every water heater. (Every 18months or annual inspection which ever comes first).

The warranty does not cover serviceable parts or parts subject to normal wear and tear.

### **LIMITS OF LIABILITY**

Should the electric water heater fail due to tank related issues your sole recourse shall be repair or replacement.

We will not be held liable to you or any party for any damages that the result from the failure of the electric water heater, this includes but not limited to the following: lost profits, lost savings, lost data, damage to other equipment and incidental or consequential damages arising from the use or inability to use the product. In no event will Platinum Water Heaters be liable for more than the amount of your purchase price, not to exceed the current list price of the product and excluding any tax, shipping and handling charges.

By installing or using Platinum Water Heaters electric water heaters the user accepts all terms and conditions.

### **HOW TO OBTAIN SERVICE UNDER THIS WARRANTY**

Contact Platinum Water Heaters via email: [sales@platinumwaterheaters.co.uk](mailto:sales@platinumwaterheaters.co.uk)

Platinum Water Heaters must be contacted before we can accept any warranty return.

Platinum Water Heaters  
83 Ducie Street  
Manchester  
M1 2JQ

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Web: [www.PLATINUMWATERHEATERS.co.uk](http://www.PLATINUMWATERHEATERS.co.uk)  
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