

At DEVI, we find it of great importance to deliver high quality products with long lasting effects.

DEVIwarranty™ is a series of 4 individual, best-in-market warranties to give you full peace of mind while using DEVI products in electric heating systems. For all DEVI products, we maintain the following warranties:

A 20-year full service warranty is valid for:

- heating cables incl. DEVIflex™ / DEVIsafe™ / DEVIsnow™ / DEVLasphalt™ / DEVIaqua™ / DEVIbasic™ / DEVIinline™;
- heating mats incl. DEVI mat™ / DEVIcomfort™ / DEVIheat™ / DEVIsnow™ / DEVLasphalt™ / DTCE;

Not only does this warranty include costs of repair or replacement, but also installation and floor materials, such as damage to brick-work and tiles. For more details, read DEVIwarranty™ terms and conditions below.

A 10-year product warranty is valid for:

- DEVIcell™ plates;

A 5-year product warranty is valid for:

- DEVIreg™ Smart thermostat
- DEVIreg™ Touch thermostat;
- DEVI dry™ floor heating element
- DEVIceguard™ self-regulating cables;
- DEVIpipeheat™ and DEVIpipeguard™ self-regulating cables;

A 2-year product warranty is valid for:

- DEVIreg™ 130- / 316 / 330 / 527 / 530 series / 610 / 850 thermostats;
- DEVIlink™ wireless control system;
- DEVIfoil™ heating foils;
- DEVIrail™ towel heaters;
- DEVItemp™ industrial heaters;
- DEVItronic™ condense heaters;
- All related accessories.

Should you, against all expectations, experience a problem with your DEVI product, you will find that DEVI offers DEVIwarranty™ from the date of purchase on the following conditions:

During the warranty period DEVI shall offer a new comparable product or repair the product in case the product is found to be faulty by reason of defective design, materials or workmanship. The repair or replacement shall be carried out free of charge providing that the warranty claim is valid. The decision to either repair or replace will be solely at the discretion of DEVI. DEVI shall not be liable for any consequential or incidental damages including, but not limited to, damages to property or extra utility expenses.

An extension of the warranty period following repairs undertaken cannot be granted.

The warranty shall be valid only if the WARRANTY CERTIFICATE is completed correctly and in accordance with the instructions, and provided the fault is submitted to the installer or the seller without undue delay and proof of purchase is provided. Please note that the WARRANTY CERTIFICATE must be completed in English or local language.

DEVIwarranty™ shall not cover any damage caused by incorrect conditions of use, incorrect installation or if installation has been carried out by non-authorized electricians. All work will be invoiced in full if DEVI is required to inspect or repair faults that have arisen as a result of any of the above.

The DEVIwarranty™ shall not extend to products which have not been paid in full.

DEVI will, at all times, provide a rapid and effective response to all complaints and inquiries from our customers.

The warranty explicitly excludes all claims exceeding the above conditions.

Attention:

The Warranty Certificate must be completed correctly for the Warranty to be valid.