

# HEATSTRIP



LEADING HEATING TECHNOLOGY

**OPERATION, INSTALLATION AND MAINTENANCE MANUAL**



## **HEATSTRIP Elegance - EUROPE**

*The heater that is a design feature!*





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Rev I Nov 16

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## Product Overview

### Why choose Heatstrip electric radiant heaters for your outdoor or hard-to-heat indoor area?

As there is typically constant air movement in an outdoor or open indoor area, many conventional patio heaters rely on convection heating which works by heating the surrounding air. This can be quite impractical for these areas, as this heated air can easily blow away with natural air movement. Radiant style heaters transfer heat directly to objects through infra-red waves.

Whilst convection heaters heat the air in between objects, radiant heaters heat the surface of the objects themselves. HEATSTRIP electric radiant heaters are more effective within an outdoor or uninsulated indoor area because they provide targeted warmth directly to the people and objects in their path.

### Discrete, stylish heating for undercover outdoor and indoor open areas

Using the radiant heating principle, HEATSTRIP can provide effective and energy efficient comfort heating for undercover outdoor and indoor open areas. HEATSTRIP has successfully enabled many entertainment venues such as restaurants, pubs and clubs to utilise their outdoor dining areas day and night, through all seasons. Within your workplace or business, HEATSTRIP can provide comfort heating for designated outdoor smoking and leisure areas, as well as for workstation spot heating in factories, warehouses and showrooms. Within your home, HEATSTRIP can provide comfort heating for undercover alfresco dining and BBQ area, patios, verandas, courtyards and balconies.

### Subtle, minimalist design

The stylish, slimline Off-White face of the HEATSTRIP does not emit light or glow when in use, blending elegantly into your décor. Ceiling, wall and umbrella mounting options ensure that your valuable floor and table space is not wasted.

There are 4 different series of products within the HEATSTRIP product category. Each has a different temperature output, making them ideal for different applications. Below is a list of some common applications, to assist with the selection of the most effective and efficient series. This is a general guide only, please refer to the Product Manual for each product, for more information.

**HEATSTRIP Max** (THX models) is an ultra high temperature heater used for uncovered or open areas with a mounting height of 2.4 m to 3.5m.

**HEATSTRIP Design / Elegance** (THH/THE models) is a premium high temperature heater and is primarily used for outdoor rooms where there is 1,2 3, or 4 enclosed sides, with an ideal mounting height of 2.1 m to 2.7m.

**HEATSTRIP Indoor** (THS models) is a medium intensity heater used for protected indoor applications.

APPLICATION	THX	THH	THE	THS
Indoor insulated areas, classrooms, offices, bathrooms, wet areas, drying rooms	√	√	√	√
Outdoor under cover, café, veranda, patio, balcony ceiling height 2.7m or less		√	√	
Outdoor under cover, café, veranda, patio, balcony ceiling height 2.7m to 3.0m	√			
Highly exposed outdoor area	√			
Indoor open area, warehouse, factory, production areas, sports facilities	√	√	√	√
Indoor spot heating, above tables, assembly areas	√	√	√	





## Efficient, cost effective electric heating

The innovative design of the HEATSTRIP enables comfortable and even heat dispersion from the surface with minimal operating costs.

### Design flexibility

4 HEATSTRIP models are available, ensuring the heating requirements of any undercover outdoor or open indoor area is possible. Brackets for direct ceiling or wall/ceiling angled mounting are supplied as standard. Optional HEATSTRIP accessories include extension mount brackets and flush mounting enclosures.

### Australian made

HEATSTRIP is designed, engineered and assembled in Australia.

### Stylish design— *The Heater that is a Design Feature!*

The attractive HEATSTRIP Elegance comes with a standard Off-White face and anodised alloy rear casing.

### Easy to use

The HEATSTRIP is controlled by a simple on/off operation, either when plugged directly into a power point, or hard-wired via a wall mounted on/off switch. The unit takes approximately 15 minutes to heat up to maximum temperature and approximately 30 minutes to cool down, depending upon the ambient temperature. Please don't forget to turn it off.

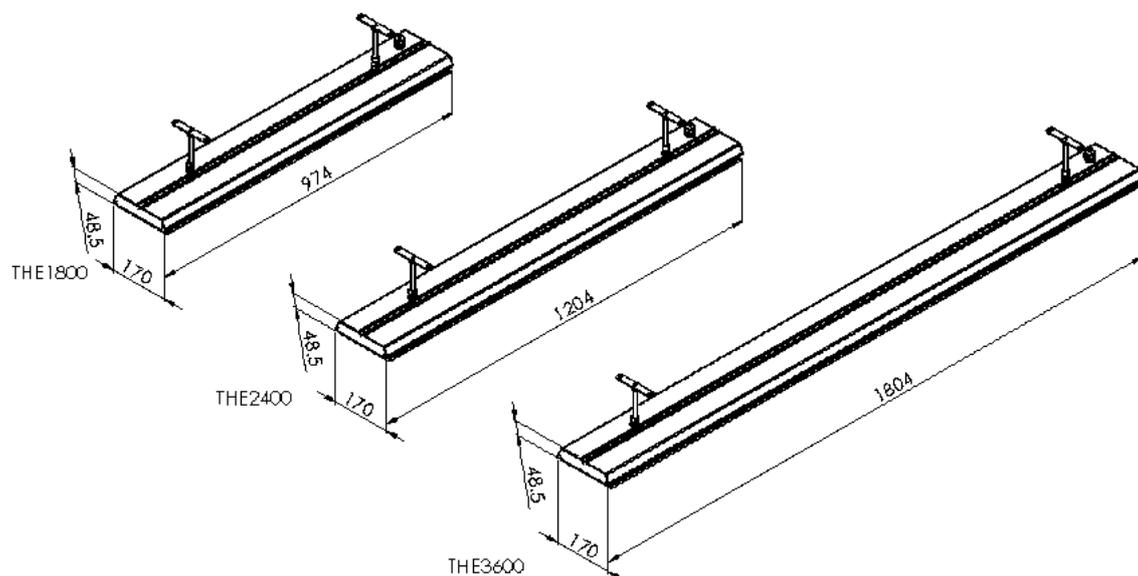




## Specifications - Europe

MODEL	POWER (WATTS)	CURRENT (AMPS)	DIMENSIONS (mm)	WEIGHT (Kg)	LEAD LENGTH (mm)	PLUG	VOLTAGE (VOLTS)
THE1800EU	1800	7.5	974x 170 x 48.5	4	1000	YES	230
THE2400EU	2400	10	1204 x 170 x 48.5	7	1000	YES	230
THE3600EU	3600	15	1804 x 170 x 48.5	9	1000	NO	230
THE1800UK	1800	7.5	974x 170 x 48.5	4	1000	YES	240
THE2400UK	2400	10	1204 x 170 x 48.5	7	1000	YES	240
THE3600UK	3600	15	1804 x 170 x 48.5	9	1000	NO	240

HEATER TYPE	High intensity electric radiant overhead heater with high surface area profiled alloy	
OUTPUT	Refer to model code chart above	
POWER	230-240 Volts Nominal at 50—60 Hertz, Single Phase	
CONNECTION	3 Core Cable 2.5mm <sup>2</sup>	
APPROVALS	CE	
MOUNTING HEIGHT	MINIMUM RECOMMENDED MAXIMUM	2.1 m 2.3 m to 2.7 m 3.0 m (For higher ceiling heights, units can be lowered using optional bracket kits or refer to the Heatstrip Max range)
MOUNTING OPTIONS	Suitable for ceiling, wall, beam, fixed umbrella and recess mounting. Also available for extension mount using rigid fixing poles and chain mount bracket.	
PROTECTION RATING	IP55 Protection from water ingress from all directions	
COUNTRY OF MANUFACTURE	Australia	





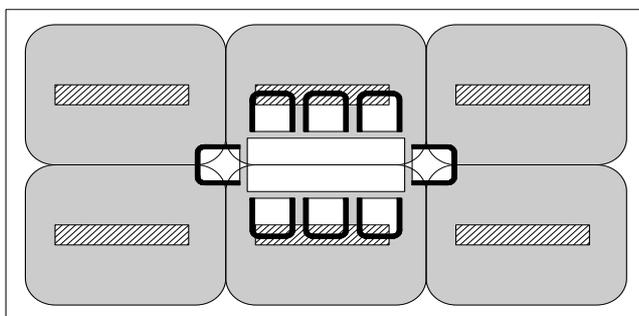
## Spot Heating Principle

In most outdoor or difficult-to-heat indoor applications, there are 2 options when looking at the size and quantity of the heater required. Option 1 is to comfort heat the entire area based on the total dimensions of the space, regarding of whether the entire area is being fully occupied. Option 2 is to spot heat the high use areas, such as over outdoor tables, BBQ's, lounges, assembly lines or indoor workstation.

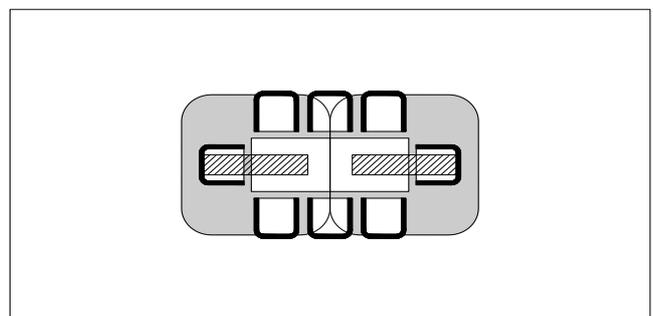
Often it is more practical and efficient to spot heat these areas. Spot heating will help to reduce the initial capital cost, as well as the running costs. Spot heating will allow the area to be "zoned", meaning heating only the areas that are being used, such as tables in a restaurant or outdoor alfresco area.

The top table shows a comparison between spot heating over a table, or heating an entire area.

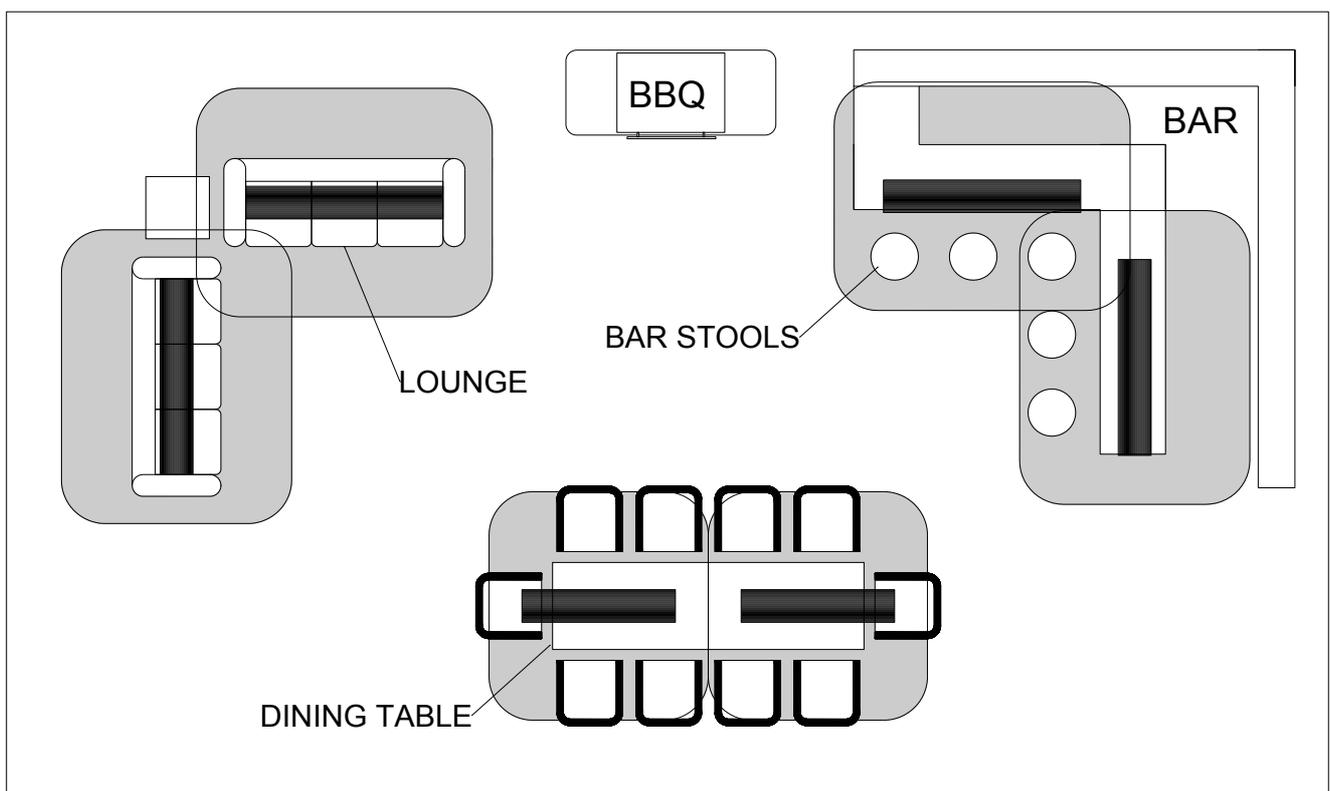
The bottom table shows the flexibility of using HEATSTRIP to provide a comfortable environment, even when the layout of the area is very unusual.



Option 1 - 6 x THE2400AEU



Option 2 - 2 x THE2400AEU





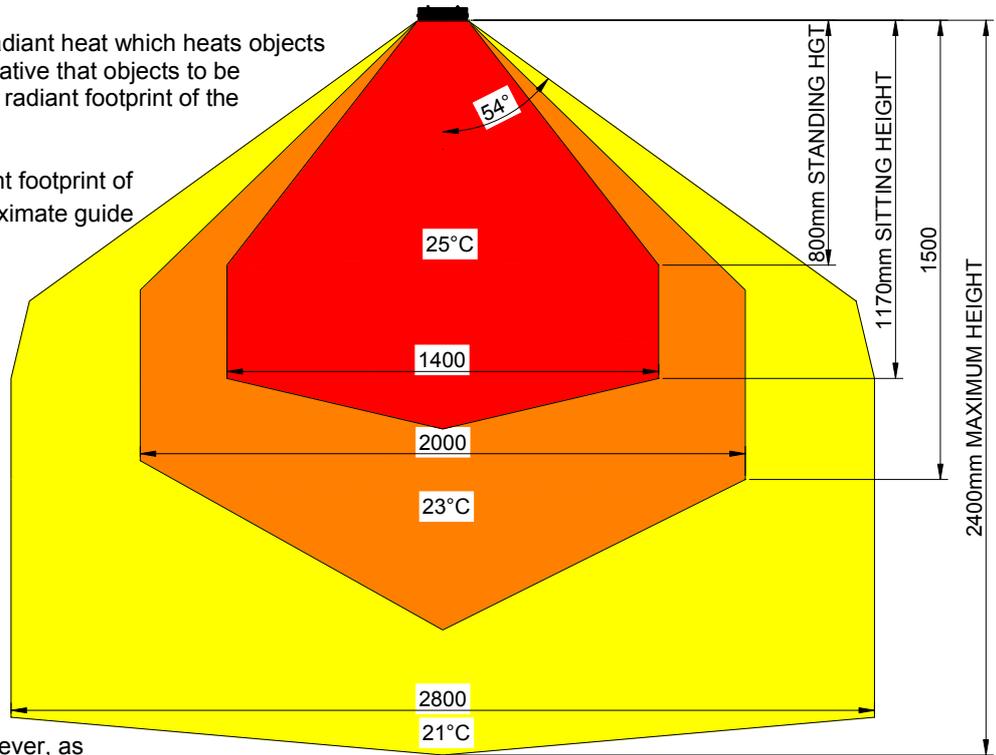
## Radiant Footprint

HEATSTRIP electric heaters produce radiant heat which heats objects rather than the air. Therefore, it is imperative that objects to be heated (ie. people), are within the direct radiant footprint of the heater.

The diagram to the left shows the radiant footprint of HEATSTRIP Elegance, and is an approximate guide based on a fully enclosed, outdoor environment.

This diagram shows that the maximum heat output is found directly under the heater, and the temperature decreases as you move away from the heater. It highlights the importance of maintaining recommended mounting heights, and if possible, positioning the heater directly above the area to be heated.

Also, the temperature (ie. surface temperature) is the same for all 3 models, regardless of the wattage. However, as the size increases and the length of the unit increases, the radiant footprint will be larger.

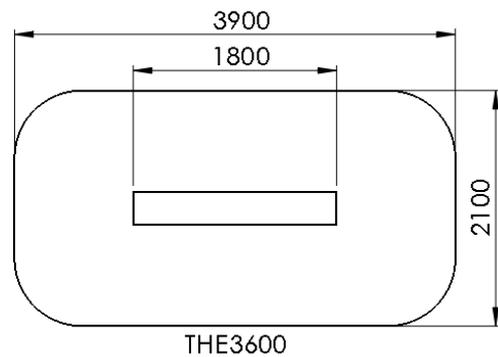
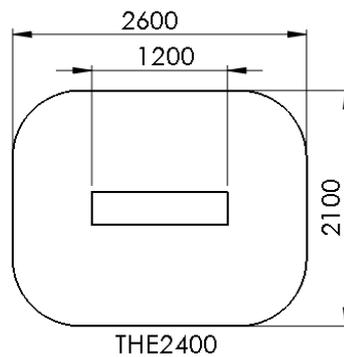
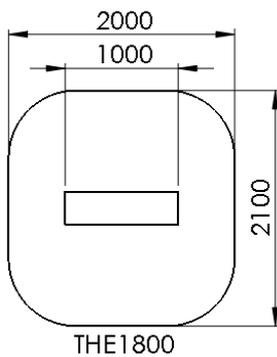


The below diagrams show the approximate heating area for each model, based on both an indoor and outdoor enclosed environment, with direct overhead mounting.

Radiant footprint is reduced in angled, wall mounted applications.

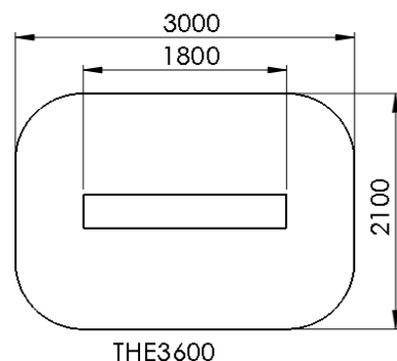
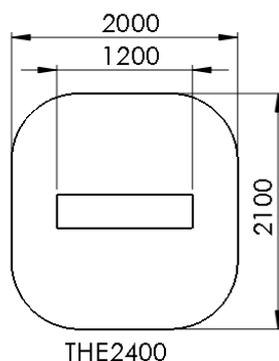
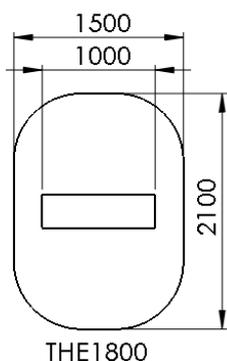
### HEATED AREA

#### INDOOR SPOT HEATING



### HEATED AREA

#### OUTDOOR ENCLOSED HEATING





## Selection Guide

General recommendations for **HEATSTRIP Elegance**:

- Ideal mounting height: 2.3m to 2.5m. Maximum is 2.7m in a fully protected/enclosed outdoor environment.
- Ideal mounting location: ceiling mounted, directly above area to be heated (eg. above a table)
- Minimum recommended heating capacity for various installations are: 400W/m<sup>2</sup> for indoor spot heating; 500W/m<sup>2</sup> for protected outdoor areas, and 600W/m<sup>2</sup> for exposed outdoor areas. To ensure the HEATSTRIP Elegance provides satisfactory performance, HEATSTRIP strongly recommends using conservative coverage areas when specifying how many heaters are required for each installation.

The table below outlines the *maximum* coverage of each **HEATSTRIP Elegance** model based on 3 different scenarios with direct overhead mounting at minimum installation height. For example, for an outdoor area that is protected from prevailing winds by walls, café blinds etc, Model THE1800 will cover a *maximum* of 3.6m<sup>2</sup> and Model THE2400 will cover a *maximum* of 4.8m<sup>2</sup>.

For angled wall mounting applications, the coverage is reduced by up to 40%.

MODEL	INDOOR PROTECTED (m <sup>2</sup> )	OUTDOOR ENCLOSED (m <sup>2</sup> )	OUTDOOR EXPOSED (m <sup>2</sup> )
THE 1800	4.5	3.6	3
THE 2400	6	4.8	4
THE 3600	9	7.2	6

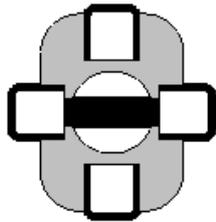




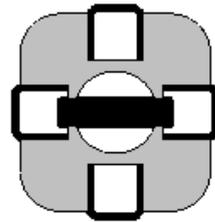
## Table Layout

For the majority of outdoor applications, the most effective method is to spot heat a table or similar area. The below diagrams provides an easy selection guide for the approximate model and quantity of heaters required to heat common residential table settings.

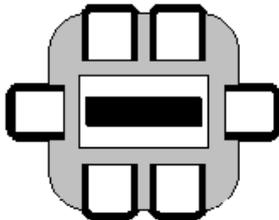
Selections are based on HEATSTRIP Elegance being mounted at 2.4m from the floor and an undercover fully enclosed outdoor area.



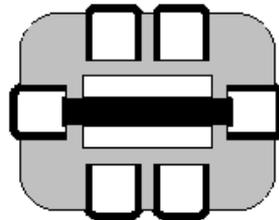
THE1800



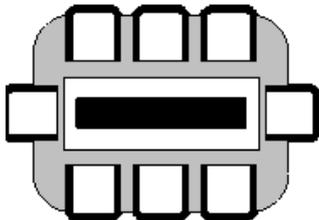
THE2400



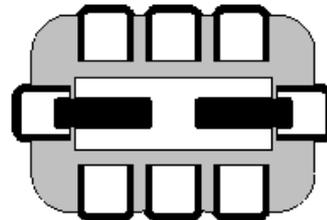
THE2400



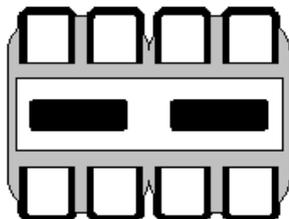
THE3600



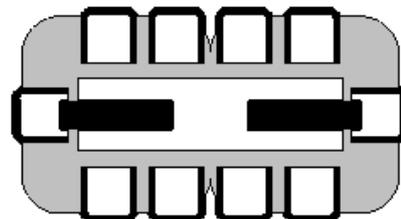
THE3600



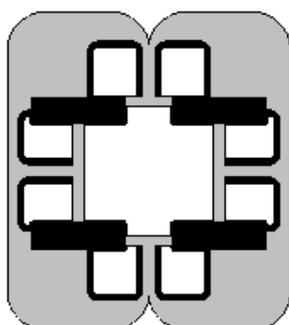
2 x THE1800



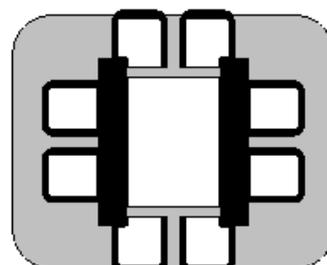
2 x THE1800



2 x THE2400



4 x THE1800



2 x THE3600



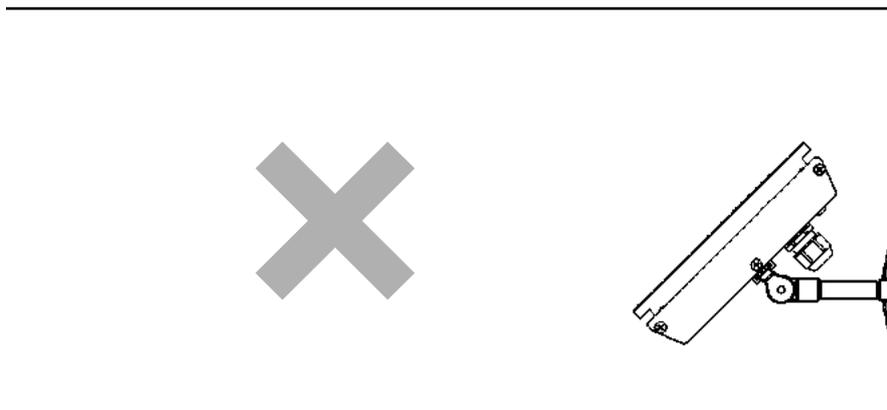
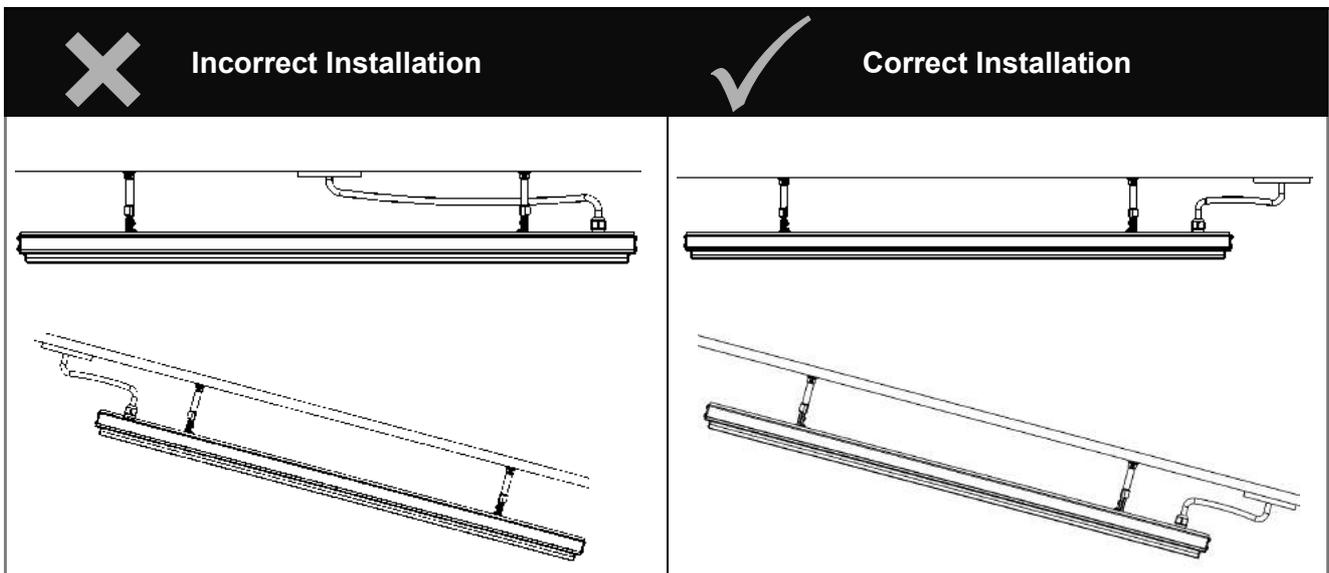
## Installation Requirements

The ideal mounting position for the HEATSTRIP Elegance is on the ceiling, directly above the area to be heated. If this is not possible, HEATSTRIP can be mounted on a wall and angled downwards. In this situation, ensure the mounting height is in the range of 2.1m to 2.7m and the table is within 2.5m of the wall.

For mounting heights more than 3m, we recommend the use of the optional accessories to reduce the height of the heater to 2.3m - 2.7 m. This will increase the effectiveness of your HEATSTRIP. Refer to the Mounting Accessory section for more information.

Electrical connections/GPO's should not be located at the back of the heater. They should be located outside the physical footprint of the units to minimize heat build-up behind the units.

If the heater is to be mounted on an incline (eg. Vaulted ceiling), ensure the electrical connection is located at the lowest point of the heater.

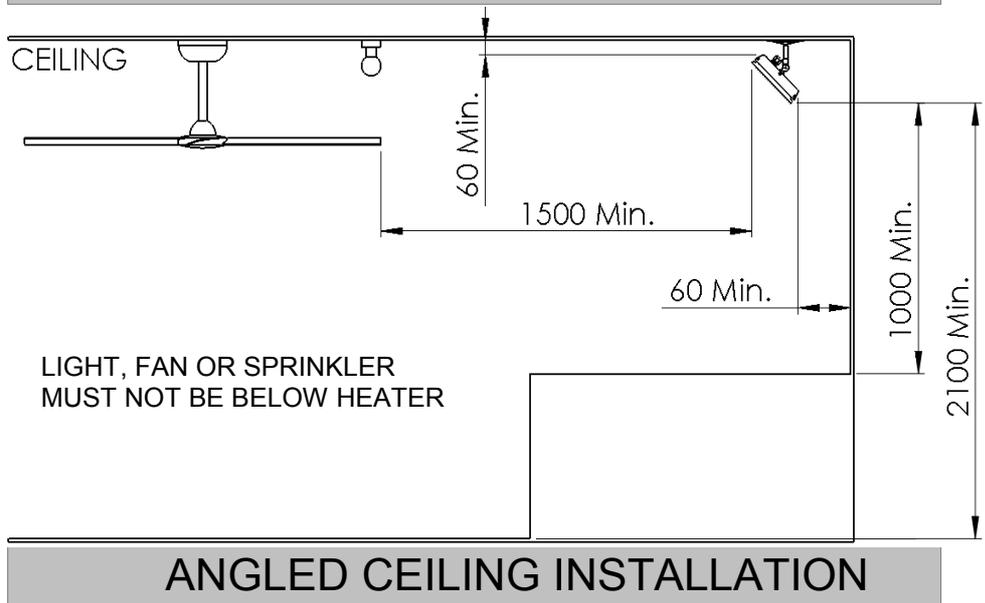
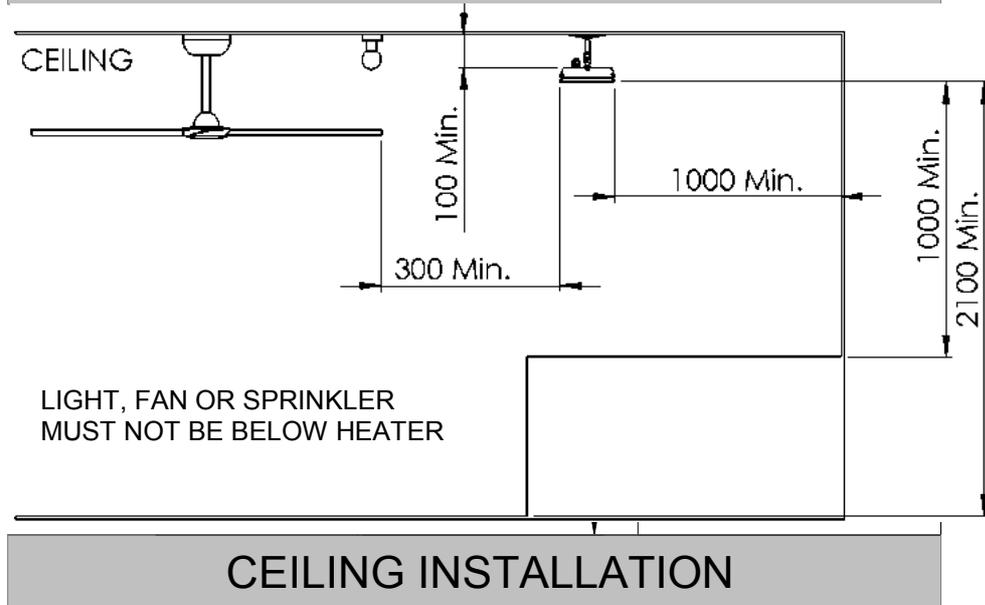
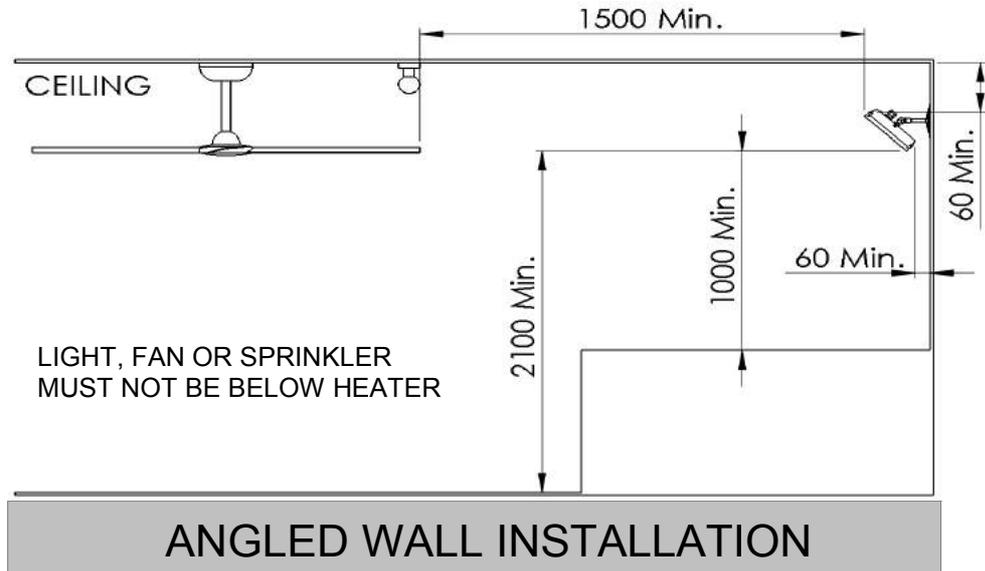


The heating surface must never be directed toward the ceiling



## Installation Location

the below diagrams confirm the minimum recommended clearances.

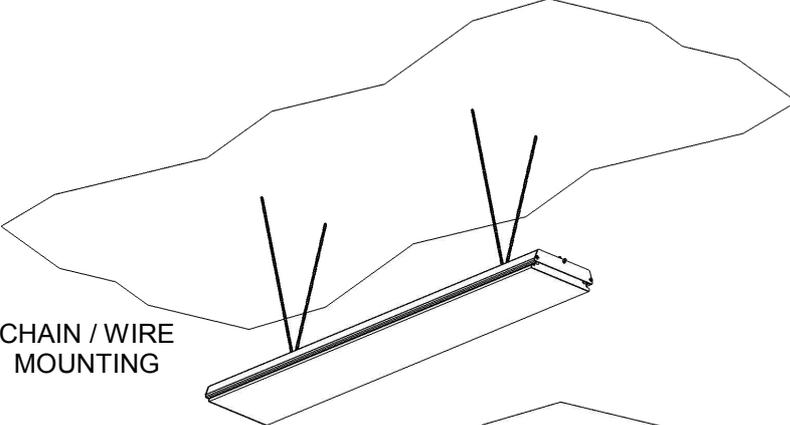
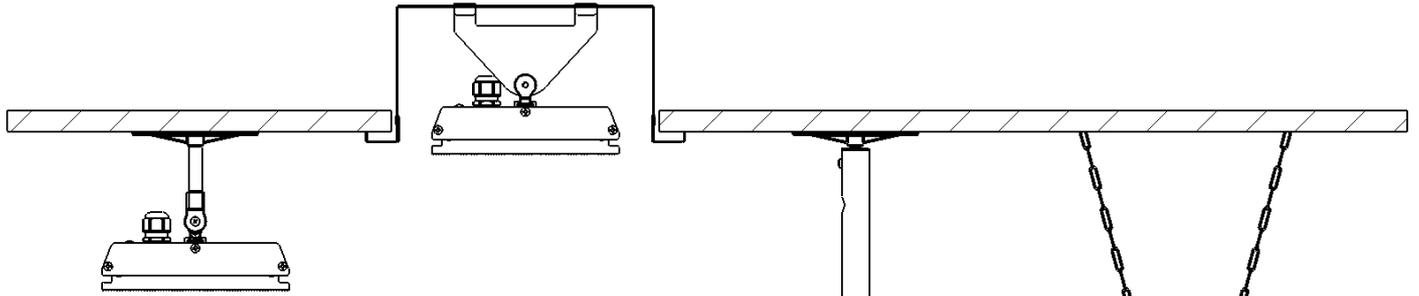




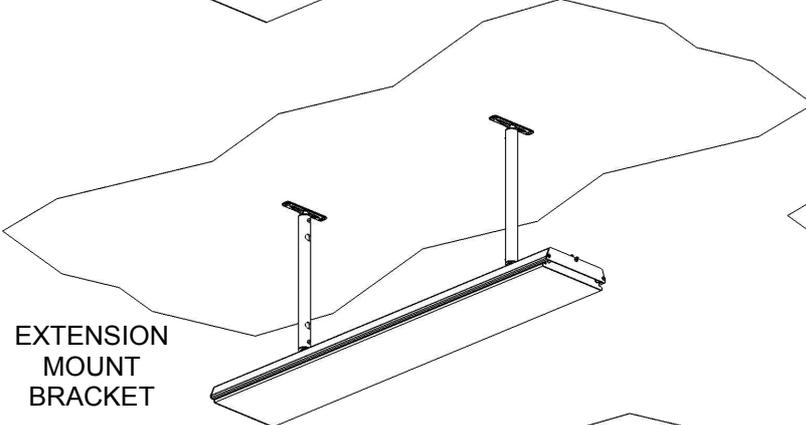
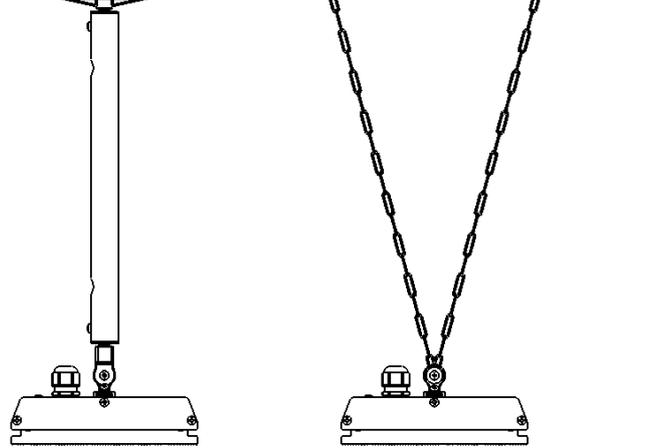
## Mounting Options

The installation of HEATSTRIP Elegance is simple and easy with the standard mounting brackets supplied. For other more challenging locations there are a range of mounting options available - refer to below diagrams.

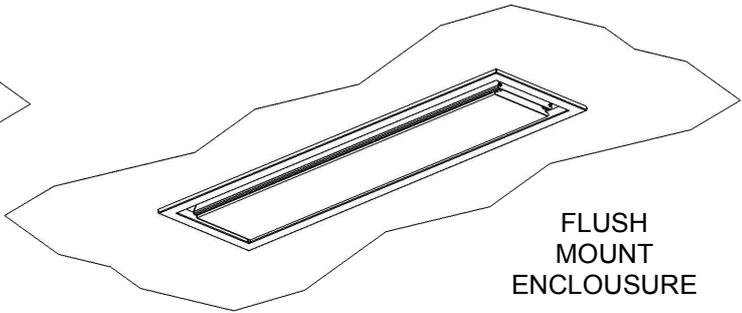
The HEATSTRIP Elegance can be mounted directly to the ceiling, angled downwards on a wall, fitted flush with the ceiling; suspended on chains or poles; attached to beams or poles; mounted end-to-end, or 2 units together. Refer to the following pages for more detailed information on each mounting option.



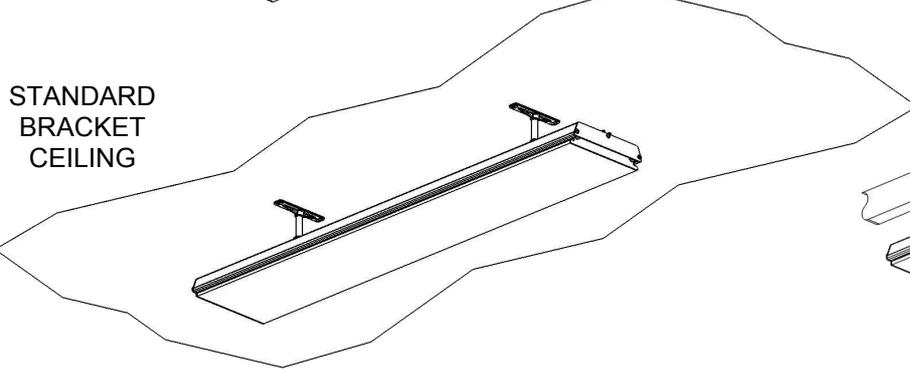
CHAIN / WIRE MOUNTING



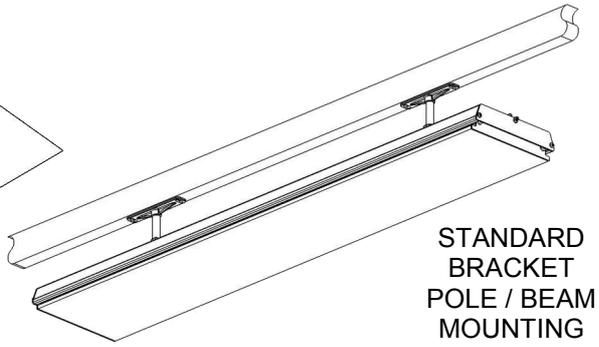
EXTENSION MOUNT BRACKET



FLUSH MOUNT ENCLOSURE



STANDARD BRACKET CEILING

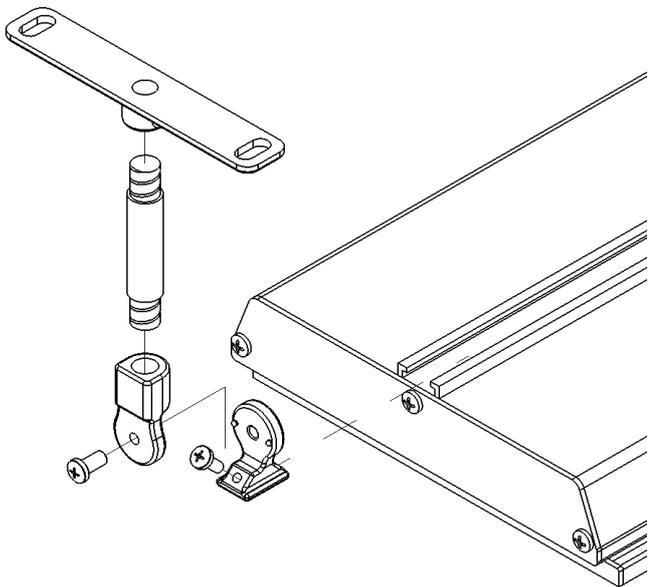
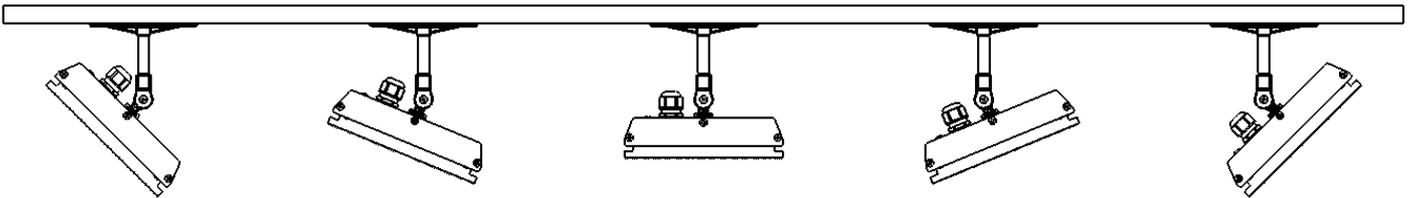


STANDARD BRACKET POLE / BEAM MOUNTING

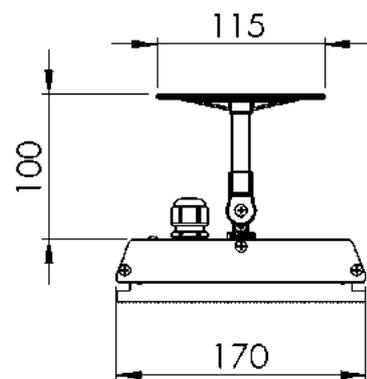
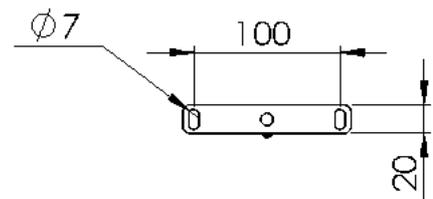
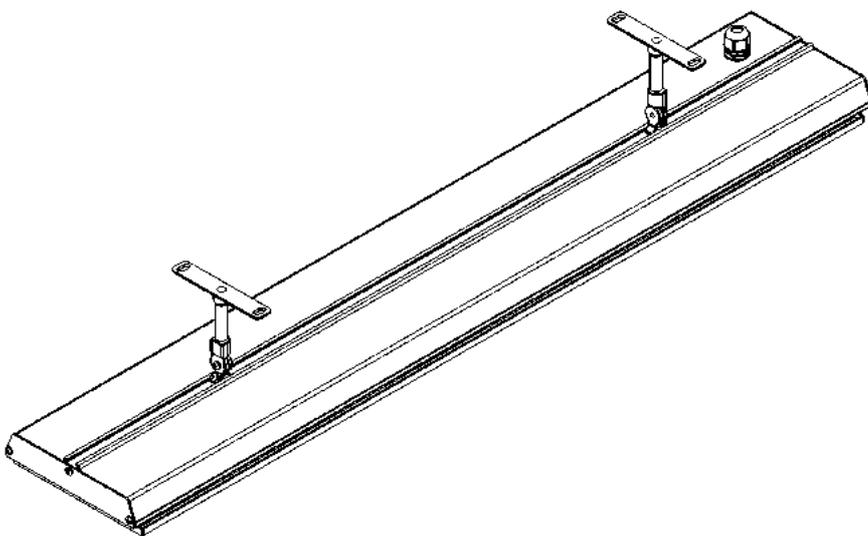
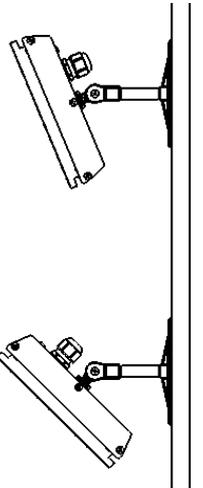


## Standard Mounting Brackets

The HEATSTRIP Elegance comes with a pair of standard mounting brackets. These adjustable brackets allow direct ceiling or wall mount, and come with preset angle options of parallel, 22.5° and 45°.



MODEL	"D" MINIMUM DISTANCE (mm)
THE1800	570
THE2400	700
THE3600	1000



PART No	PACKAGED DIMENSIONS (mm)	WEIGHT (kg)	MATERIALS	COLOUR
ZBRAK-110	125 x 150 x 40	0.2	ALLOY	Off-White



## Flush Mount Enclosure

The Flush Mount Enclosure is an ideal way to neatly install the HEATSTRIP Elegance into a ceiling. They are available for all HEATSTRIP Elegance models, and are supplied as a one-piece unit for mounting of heaters. Flush mounting can be used with plaster or wood lined or concrete ceiling materials.

An ideal mounting height is 2.5m-2.7m, with a maximum ceiling height of 3.0m in an outdoor enclosed environment. Maximum mounting heights should be strictly followed, otherwise the performance of the units may be reduced.

## Safety

Do not allow any cables, furnishings, flammable materials or other items come in contact with any surface of the Flush Mount Enclosure.

The Flush Mount Enclosure needs to be installed as per the installation instructions paying special attention to the minimum clearances. The heater needs to be mounted on a rigid bracket or fixing.

## Maintenance Flush Mount Enclosure

The Flush Mount Enclosure is made from durable materials, however regular care and maintenance of your product will help prolong its life.

It is recommended that you wipe down your Flush Mount Enclosure and with a soft cloth gently wipe the surfaces of the Flush Mount Enclosure with a mild detergent to remove the built up contaminants from the environment. Then with a clean cloth ensure all detergent is removed.

All chemicals in the atmosphere including cigarette smoke, pollution etc. will tarnish the surface of the Flush Mount Enclosure. In this case, additional cleaning and maintenance may be required. The cleaning process at least every three months will reduce the amount of build up and keep it looking as best it can. If the Flush Mount Enclosure is in a corrosive environment eg. salt spray, we recommend that you clean the Flush Mount Enclosure every week.

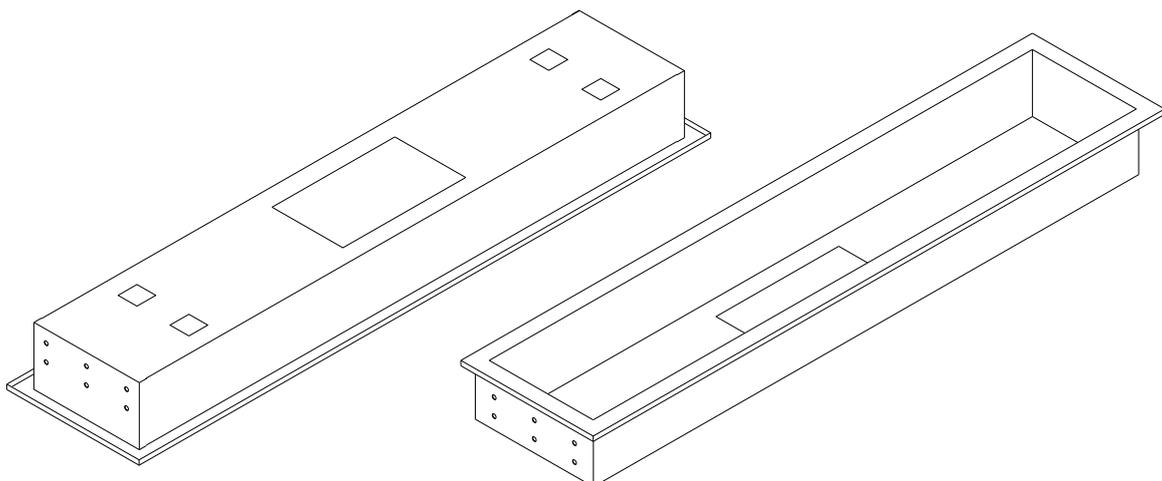
Before cleanings or inspection activity, the heater must be switched off and cooled down completely. Do not use any abrasive materials or products to clean the Flush Mount Enclosure, this includes solvents, citrus based cleaners or other harsh cleaning products.

When handling the Flush Mount Enclosure, ensure that your hands are clean or that you use clean gloves as grease or dirt can mark the surface of the heater.

Do not use high pressure water to clean Flush Mount Enclosure. It is not recommended to hose down the Flush Mount Enclosure and heater as water may get into the roof cavity.

VIEW FROM TOP

VIEW FROM UNDERNEATH





## Flush mount enclosure

The Flush Mount Enclosure is an ideal way to neatly install the HEATSTRIP into a ceiling. They are available for all HEATSTRIP Elegance models, and are supplied as a one-piece unit suitable for mounting individual heaters. Flush mounting can be used with plaster or timber lined ceiling materials.

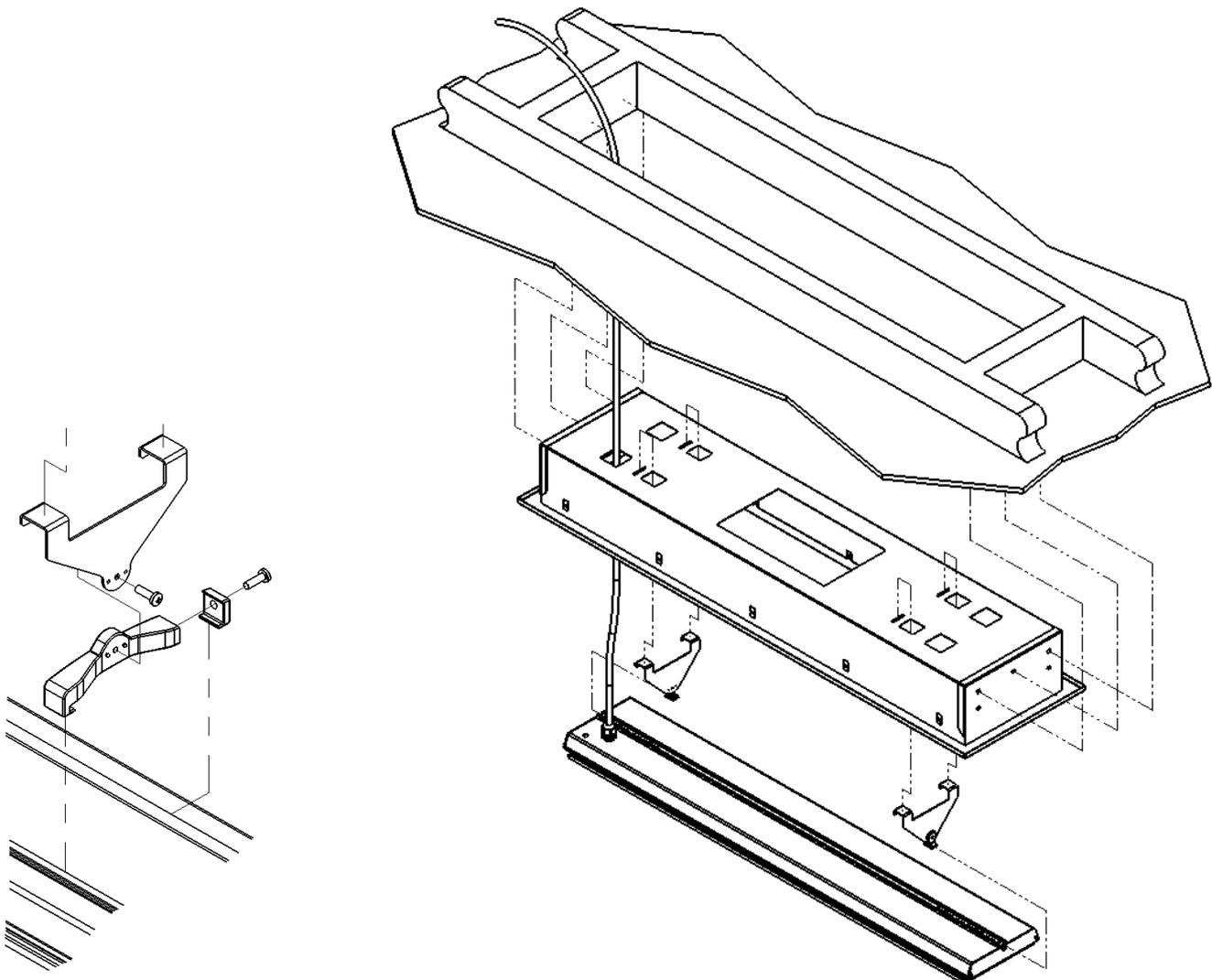
An ideal mounting height is 2.3m-2.5m, with a maximum ceiling height of 2.7m in an outdoor enclosed environment. Maximum mounting heights should be strictly followed, otherwise the performance of the units may be reduced.

A minimum clearance of 50mm behind the enclosure must be provided.

The enclosure is manufactured from powder coated steel.

Please refer to the Flush Mount Enclosure Installation Manual for more detailed installation information.

SUITABLE FOR MODEL	PART No	HOLE CUTOUT DIMENSIONS (mm)	OVERALL DIMENSIONS (mm)	WEIGHT (kg)
THE 1800	THEAC-040	1030 x 240	1080 x 290 x 125	6
THE 2400	THEAC-041	1260 x 240	1310 x 290 x 125	8
THE 3600	THEAC-042	1860 x 240	1910 x 290 x 125	9

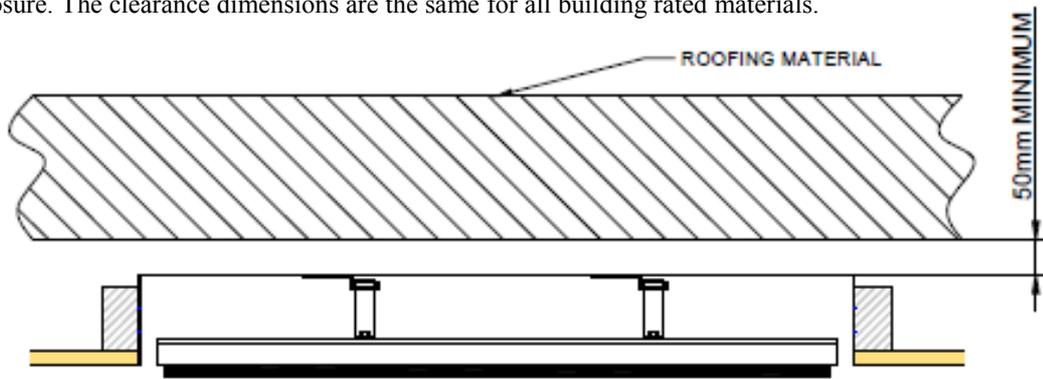




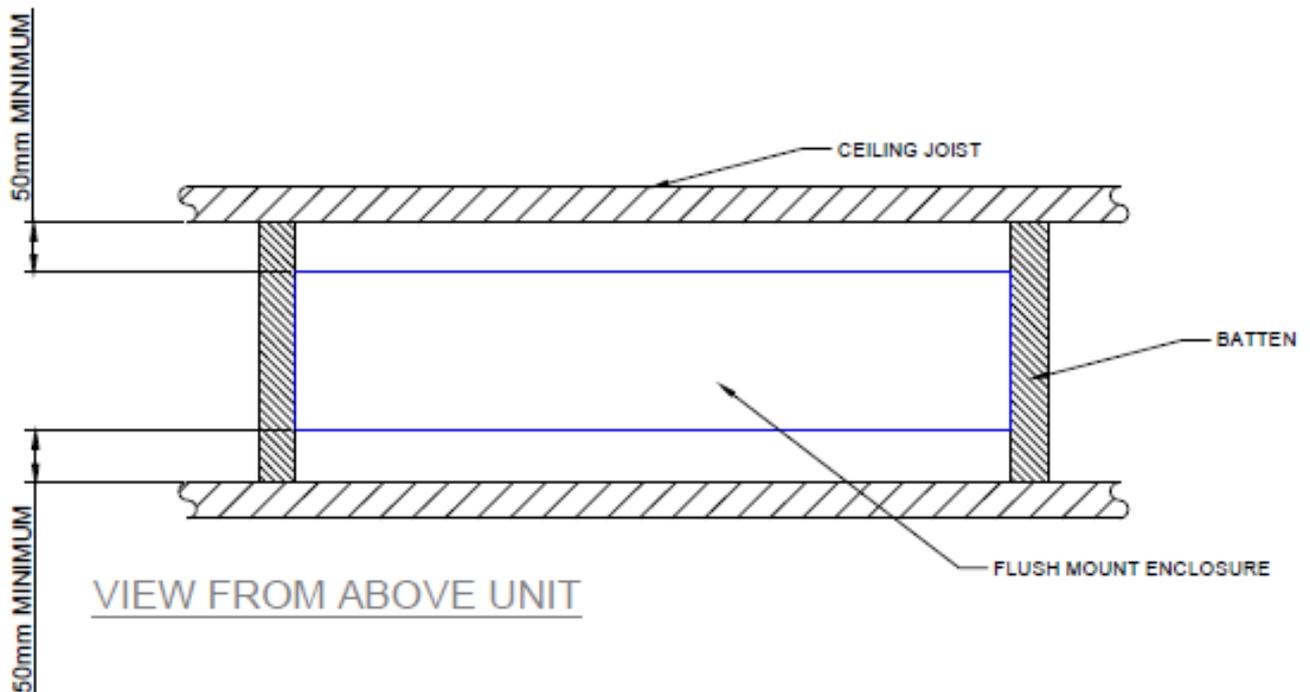
## Flush Mount Enclosure Installation Clearance Dimensions

Shown in the diagrams below are the minimum clearance required for the installation of the Flush Mount Enclosure.

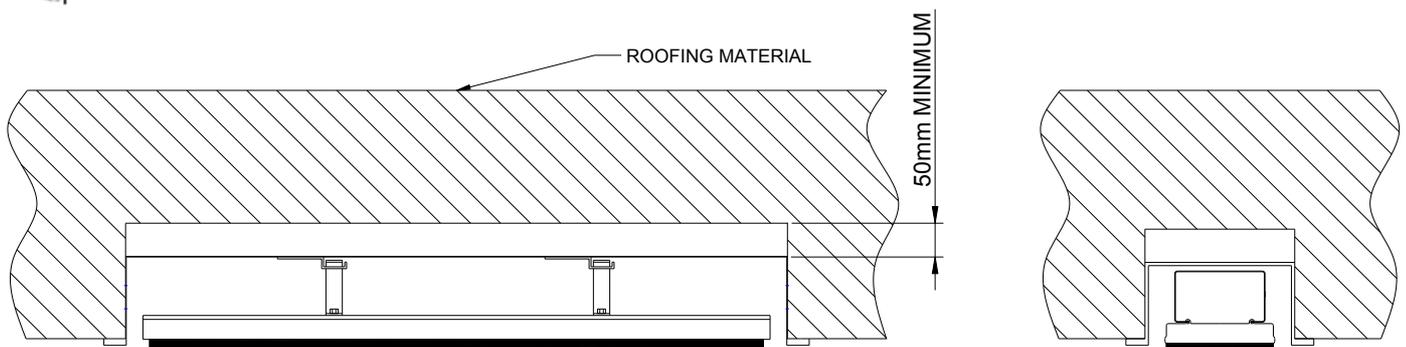
It is imperative that all cables, backing materials, insulation and other materials are kept clear of the back and the sides of the Flush Mount Enclosure. The clearance dimensions are the same for all building rated materials.



VIEW FROM SIDE



VIEW FROM ABOVE UNIT



CONCRETE CEILING



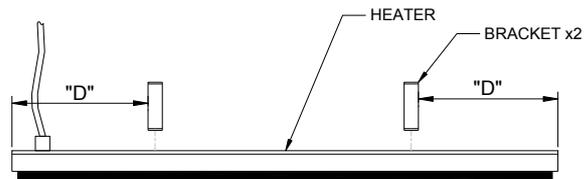
## Installation Instructions

Ensure all minimum clearance requirements are met and the materials used are compliant to your local building codes.

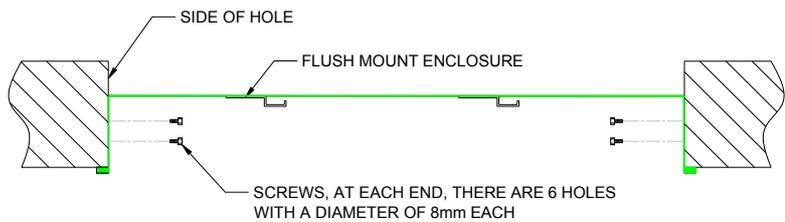
Before installing the Flush Mount Enclosure, ensure the site to be fixed is fully prepared with the hole cut the correct size and the mounting points securely in place.

MODEL	"D" DISTANCE FROM END TO BRACKET (mm)
THE1800	175
THE2400	225
THE3600	300

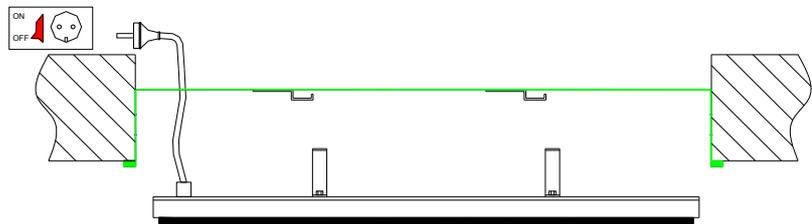
**STEP 1:** Attach the brackets to the rear of the heater. The dimensions for the spacing of the brackets is listed in the table.



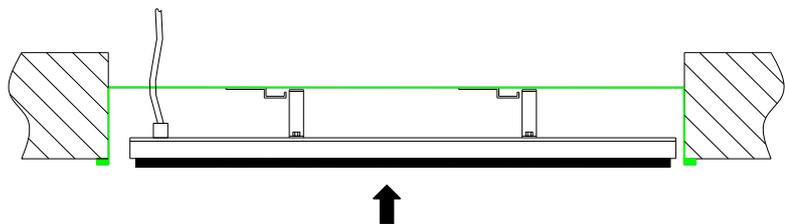
**STEP 2:** Screw the Flush Mount Enclosure into the side of the hole. **NOTE:** screws are not included.



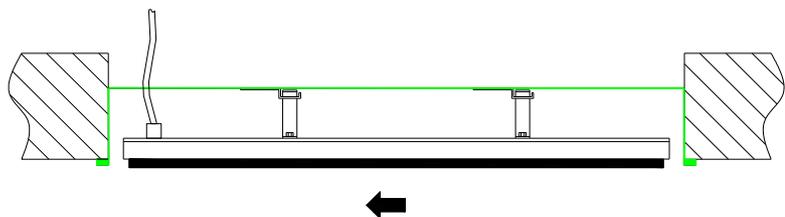
**STEP 3:** If there is no roof access, connect the heater to the power source, ensure the power is OFF.



**STEP 4:** Lift the heater into the Flush Mount Enclosure ensuring the brackets are to the side of the mounts



**STEP 5:** Push the heater to the left ensuring the brackets engage in the mounts. It will then drop in. Shake the heater to ensure that it is securely mounted.

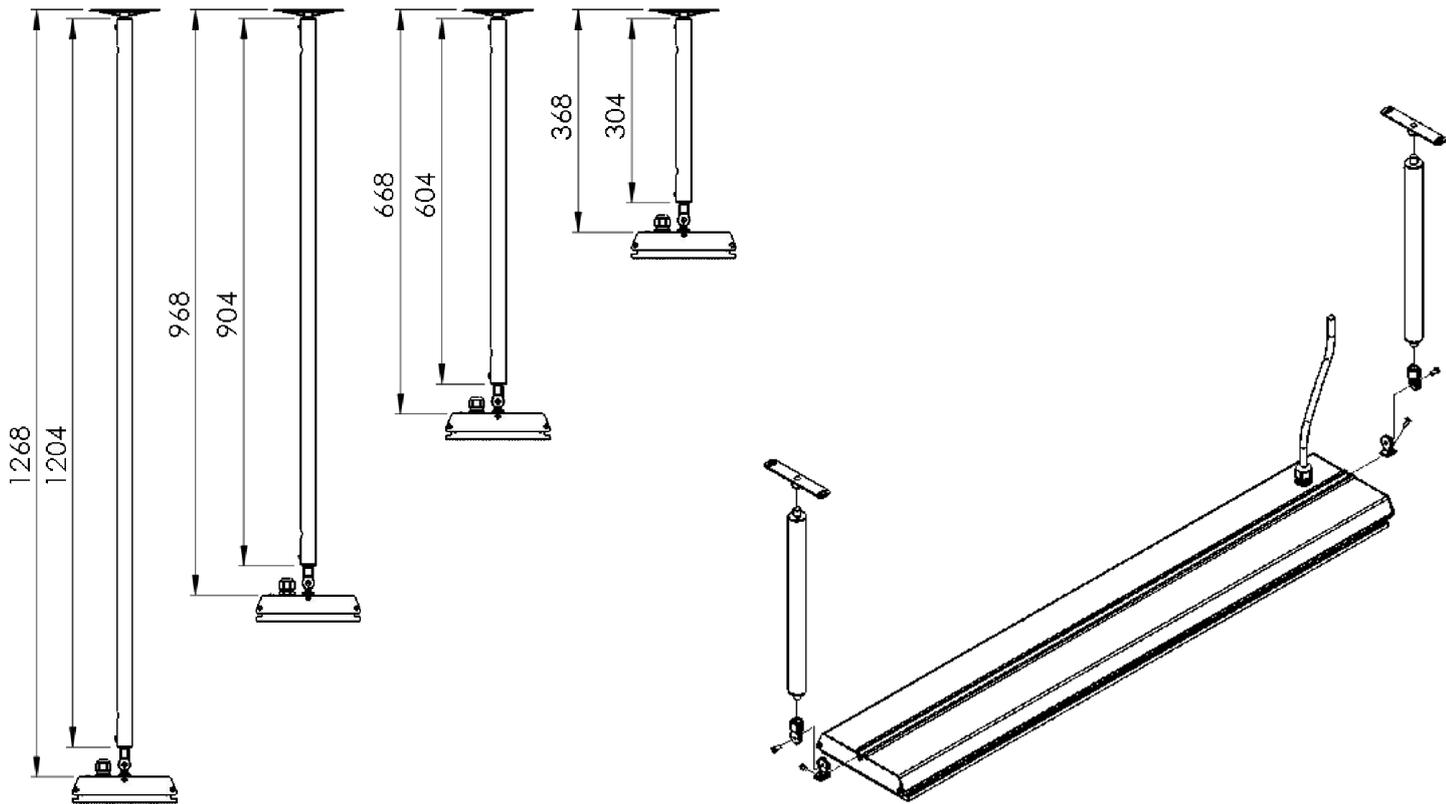




## Extension Mount Bracket

The Extension Mount bracket allows HEATSTRIP Elegance units to be lowered from high ceilings, using rigid connections. The brackets are for use with 25mm x 25mm x 1mm tube (SHS, and can be supplied as brackets only for customising the length of the drop on site; or supplied as a complete kit with brackets, pre-cut poles and connections. The standard length options as part of the kit are 150mm, 300mm, 600mm and 1200mm.

The kits include all brackets, poles and screws necessary for connection to the heaters, however it does not include screws for attachment to the ceiling.



PART No	PACKAGED DIMENSIONS (mm)	WEIGHT (kg)	MATERIALS	NOTES
THEAC-043		0.21	6060 AL	Kit includes 2x300mm extension pole, screws and bracket adaptors
THEAC-044		0.38	6060 AL	Kit includes 2x600mm extension pole, screws and bracket adaptors
THEAC-045		0.55	6060 AL	Kit includes 2x900mm extension pole, screws and bracket adaptors
THEAC-046		0.71	6060 AL	Kit includes 2x1200mm extension pole, screws and bracket adaptors



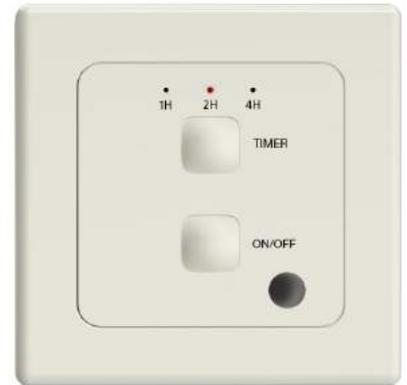
## Wall Controller with Remote Control

This controller is a custom designed and manufactured controller for HEATSTRIP . It has been designed for ease of use to ensure economic running costs of your heater. It provides a timer for automatic heater operation.

The timer function has four settings. It can turn the heater on for 1 hour, 2 hours, 4 hours or constantly on.

The timer can be operated where it is installed or via remote control unit. It has pre set timing for 1 hour, 2 hours or hours or continuous, allowing the heater to operate continuously.

The remote control has a range of 10 metres and must be within line of sight of the wall switch.



### Controlling multiple units

It is possible to use one wall controller to control multiple heaters up to 16 Amps load. The wall controller is rated at 16 Amps and 220-240 volts. For larger current draw, it is recommended that you talk to your electrician who can use a relay to connect more units.

### Mounting

The TT-MTR is designed to fit into a standard European wall gangbox. It will just as easily fit into a plaster wall. Your electrician can install this device.

The controller needs to be installed according to your local wiring guidelines.

### Operation

Press "ON/OFF" button to turn power on and off.

Press "TIMER" button to set timer to 1, 2, 4 hours operation. The timer indicator light will show which time setting is selected. The timer will start the heater and automatically turn it off at the preselected time.

### Safety

The TT-MTR controller must be installed in a dry location. It is not suitable for installation where rain or water could affect the unit.

Ensure the connections are properly connected.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or intellectual capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure they do not play with the appliance.

### Maintenance

The TT-MTR Controller is made from durable materials, however regular care and maintenance of your controller will help prolong the life of the product.

It is recommended that you dust the controller to keep the surface clean. The cleaning process at least every three months will reduce the amount of build up and keep it looking as best it can.

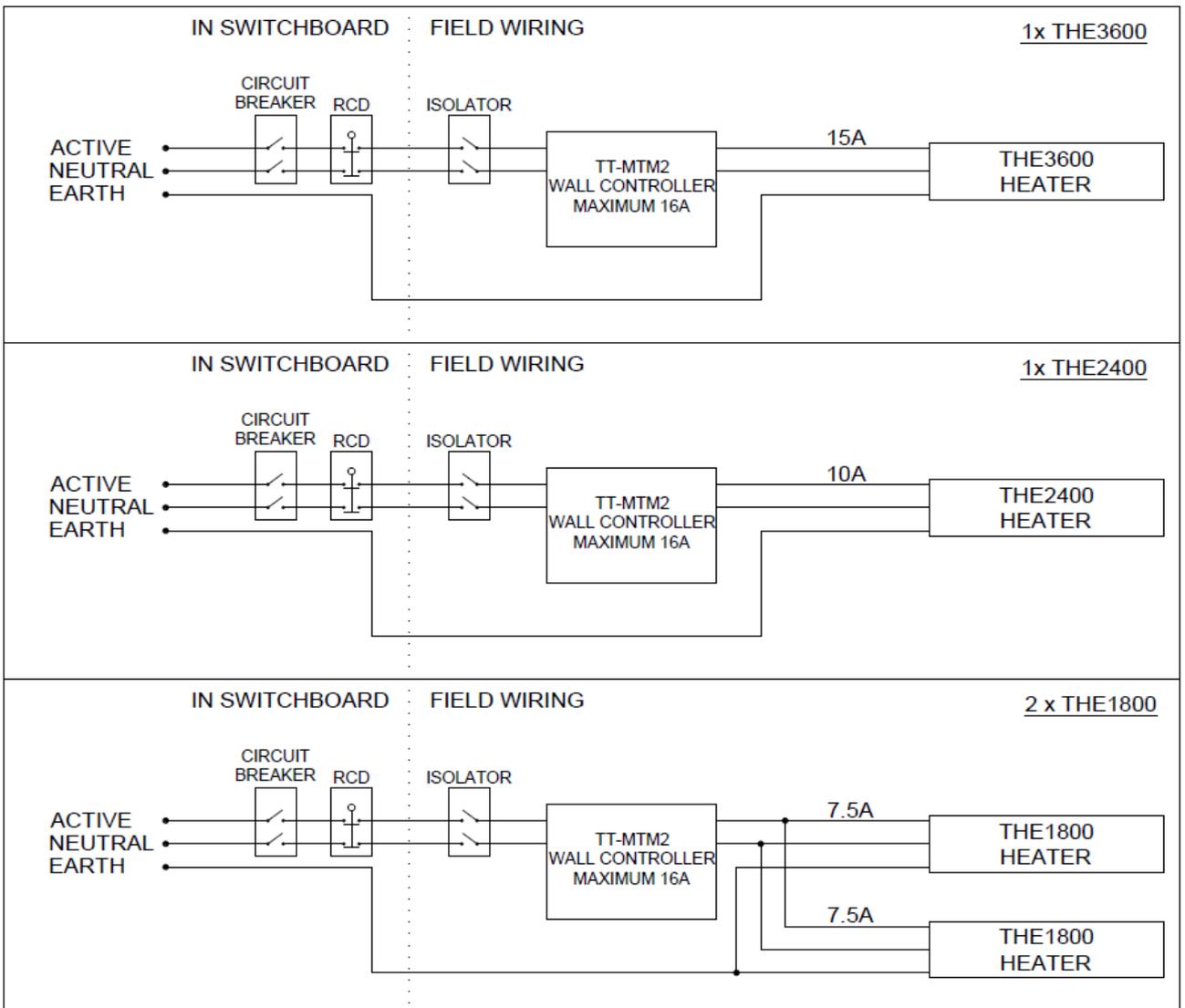
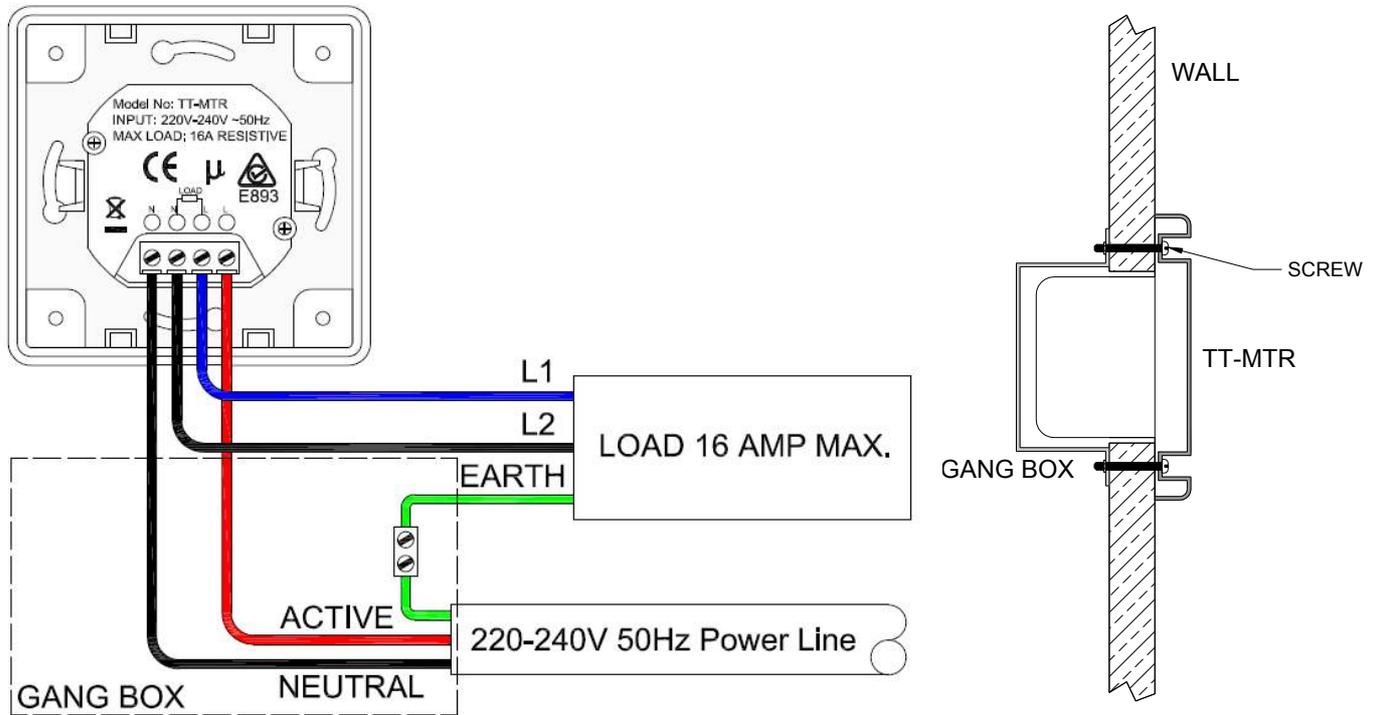
Do not use any abrasive materials or products to clean the controller, this includes solvents, citrus based cleaners or other harsh cleaning products. Do not use water or a damp cloth to clean the controller.

When handling the controller, ensure that your hands are clean or that you use clean gloves as grease or dirt can mark the surface of the controller.

MODEL	MAXIMUM VOLTAGE (Volts)	MAXIMUM CURRENT (Amps)	PACKAGED DIMENSIONS (mm)	WEIGHT (kg)
TT-MTR	220—240	16	80 x 80 x 42	0.5



## WALL CONTROLLER INSTALLATION GUIDE





## Safety

HEATSTRIP Elegance has an IP rating of 55. This means it is safe for water ingress from all directions. The HEATSTRIP can be safely hosed down.

HEATSTRIP has undergone extensive testing both in laboratory conditions; in Thermofilm's manufacturing facility in Melbourne and field trials in Australia and overseas. It has been this testing that gives the purchaser the confidence of a high quality product.

Independent laboratory testing has confirmed Thermofilm's full compliance with Australian and other International Standards. This includes CE, AS/ANZ, UL/CSE

The heater comes in both plug (1800W, 2400W) and hardwired (3600W) versions. In both cases the fixed wiring must be installed by a licensed electrician in accordance with the relevant wiring regulations.

HEATSTRIP is Class 1 equipment and must be earthed.

In operation, this heater is VERY HOT— do not touch any part of the heater while it is turned on. Do not touch any part until 30 minutes after it is turned off.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or intellectual capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure they do not play with the appliance.

Do not allow any cables, furnishings, flammable materials or other items come in contact with any surface of the heater.

If installed in wet areas, the heater switches or controls must be located so that they cannot be touched by persons in the bath or shower.

The heater needs to be installed as per the installation instructions paying special attention to the minimum clearances. The heater needs to be mounted on a rigid bracket or fixing.

The heater must not be mounted immediately below or in front of a socket outlet.

In case of a heater fault or damaged supply lead, the appliance should be returned to the point of purchase for return to Cook & Heat B.V. for repair.

## Maintenance

The HEATSTRIP Elegance is made from durable materials, however regular care and maintenance of your heater will help prolong the life of the heater.

It is recommended that you hose down the heater and with a soft bristle brush, gently wipe the surfaces of the heater with a mild detergent to remove the built up contaminants from the environment. Then rinse all detergent off the heater.

All chemicals in the atmosphere including cigarette smoke, pollution etc. will tarnish the surface of the heater. In this case, additional cleaning and maintenance may be required. The cleaning process undertaken at least every three months will reduce the amount of build up and keep it looking as best it can. If the heater is in a corrosive environment eg. salt spray, we recommend that you clean your heater with a light spray of fresh water every week. After cleaning, turn the heater on for 20 minutes to dry any water residue and prevent water staining.

Before cleaning or inspection activity, the heater must be switched off and cooled down completely.

Do not use any abrasive materials or products to clean the heater, this includes solvents, citrus based cleaners or other harsh cleaning products.

When handling the heater, ensure that your hands are clean or that you use clean gloves as grease or dirt can mark the surface of the heater.

Do not use high pressure water to clean heaters, light water spray only.



## Warranty Terms & Conditions

The below Warranty Terms and Conditions apply for **international warranty** only.

Cook & Heat B.V. warrants to the original owner that HEATSTRIP Elegance products will be free from defects in materials and workmanship for a period of 4 years from the date of purchase in accordance with the following warranty terms and conditions.

Provision of this warranty is subject to:

- The HEATSTRIP product must be installed in accordance with the Installation Instructions and relevant electrical standards and codes.
- The HEATSTRIP product must be maintained and cleaned according to instructions detailed in the Installation Manual.
- There is no warranty expressed or implied with regard to capacity requirements. The selection of the unit or units depends entirely upon the system design and capacities as determined by the purchaser.
- The customer has not repaired, opened or altered the product in any unauthorised manner.
- This warranty excludes damage to the product or components arising from circumstances outside the control of Cook & Heat B.V., including, but not limited to, where the product is not used for intended purpose; where the product has been rectified in any way; incorrect installation; incorrect power supply; damaged caused during delivery; misapplication, misuse, abuse, vandalism, lack of maintenance or accident.
- Cook & Heat's obligations under this warranty are limited to repair or replacement at Cook & Heat B.V. of any components of the product which Cook & Heat B.V. identifies to its satisfaction to be defective.
- Transportation charges involved in return of the product to Cook & Heat B.V. is the sole responsibility of the customer.
- All products are inspected and tested before despatch and are at the risk of the purchaser after the shipment from Cook & Heat B.V., if not delivered by Cook & Heat B.V. to destination.
- Discolouration of the surface may occur after a period of time, this does not constitute a warrantable event.
- Twisting and bending of the heaters may occur, this does not constitute a warrantable event.
- No products or components will be supplied in advance of an examination of the faulty product or components by Cook & Heat B.V. or an authorized representative of Cook & Heat B.V.
- Cook & Heat B.V. does not participate in any site related costs or labour expenses incidental to replacement of parts, repairing, removing, installing, servicing, transportation or handling of parts to complete products, and assumes no liability on parts repaired or replaced without written authorisation. Cook & Heat B.V. shall not be liable for any default or delay in performance of its warranty obligations caused by any circumstances beyond its control, including, but not limited to, judicial or government restrictions, strikes, fires, floods, abnormal weather conditions, delayed supply of components.

Should products be determined as damaged on arrival, immediately notify the transport company of the condition and have them noted on the freight documents. If damage is discovered after unpacking, demand immediate inspection by the transportation company and insist that a record of the damage is made on the freight documentation.

The customer warrants using the product in accordance with:

- Any instructions provided to it by Cook & Heat B.V. from time to time.
- All government and local regulations, including but not limited to all relevant electrical, environmental laws and regulations governing the installation, storage, use, handling and maintenance of the goods.
- All necessary and appropriate precautions and safety measures relating to the installation, storage, use, handling and maintenance of goods.

### DISTRIBUTOR DETAILS FOR EUROPE & UNITED KINGDOM

**Distributed by:**  
**Cook & Heat B.V.**  
[www.heatstrip.eu](http://www.heatstrip.eu)

**Manufactured by:**  
**Thermofilm Australia Pty. Ltd.**  
17 Johnston Court  
Dandenong South,  
Victoria, 3175 Australia