

HEATSTRIP[®]

RADIANT OUTDOOR HEATERS



Product Manual



HEATSTRIP[®] Max (THX)

Take Heating to the Max!

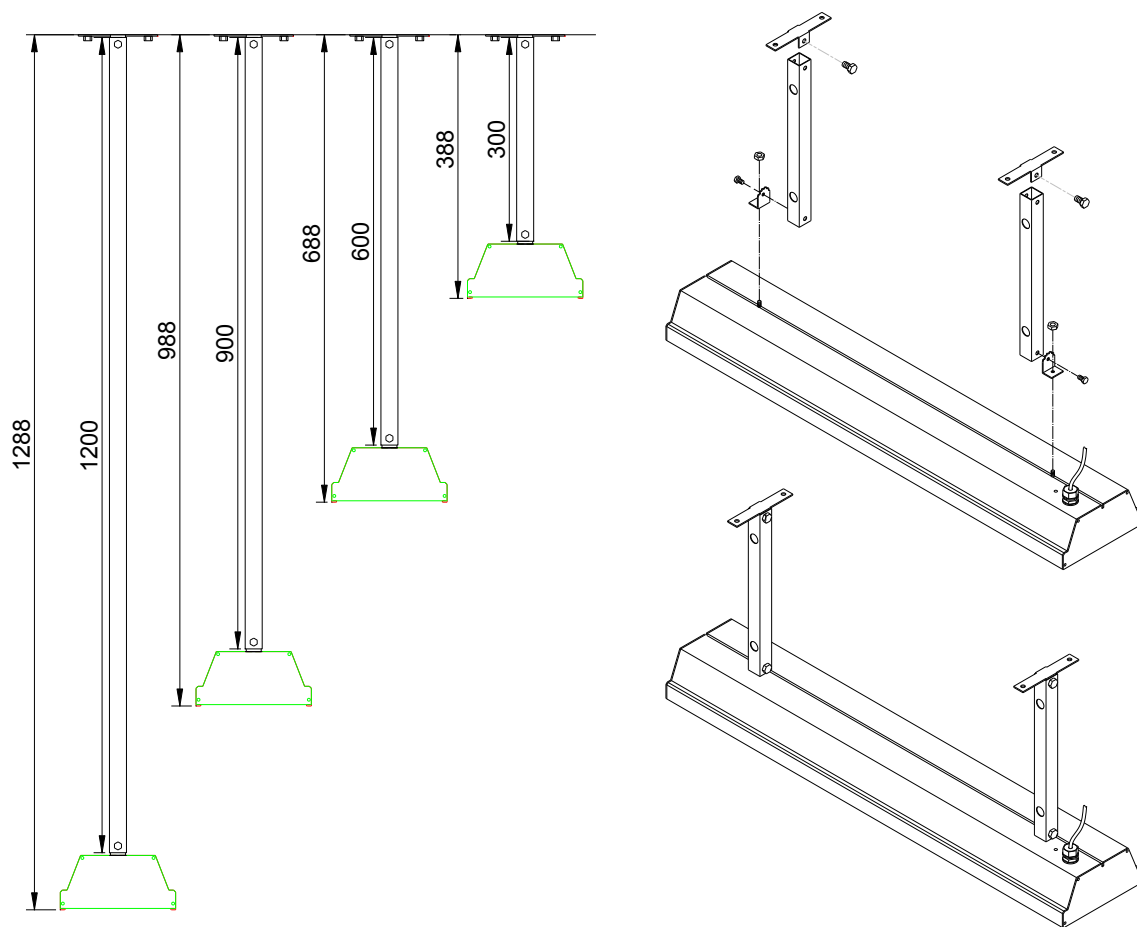




Extension Mount Bracket

The Extension Mount bracket allows HEATSTRIP® Max units to be lowered from high ceilings, using rigid connections. The brackets are for use with 25mm x 25mm x 1mm tube (SHS), supplied as a complete kit with brackets, pre-cut poles and connections. The standard length options as part of the kit are 300mm, 600mm, 900mm and 1200mm.

The kits include all brackets, poles and bolts 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
THHAC-005	300 x 150 x 50	2	316 SS	Kit includes 2x300mm extension pole, screws and brackets
THHAC-006	600 x 150 x 50	2	316 SS	Kit includes 2x600mm extension pole, screws and brackets
THHAC-007	900 x 150 x 50	2.5	316 SS	Kit includes 2x900mm extension pole, screws and brackets
THHAC-008	1200 x 150 x 50	3	316 SS	Kit includes 2x1200mm extension pole, screws



Warranty Terms & Conditions

The below Warranty Terms and Conditions apply for **New Zealand and Australia only**. For international warranty please refer to international warranty terms and conditions.

Thermofilm warrants to the original owner that HEATSTRIP® Max products will be free from defects in materials and workmanship for a period of 24 months 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 Thermofilm, 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.
- Thermofilm's obligations under this warranty are limited to repair or replacement at Thermofilm's factory of any components of the product which Thermofilm identifies to its satisfaction to be defective.
- Transportation charges involved in return of the product to the Thermofilm factory (or any other location authorised in writing by Thermofilm) 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 the Thermofilm factory, if not delivered by Thermofilm 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 Thermofilm or an authorized representative of Thermofilm.
- Thermofilm 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. Thermofilm 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 Thermofilm 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.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

All warranty requests for repairs or replacements must be accompanied by a complete "Warranty Claim Form" available from Thermofilm, together with proof of purchase (and where possible, photos of the installation) and the heater returned to the place of purchase.

In the event of a warranty claim, the goods need to be returned to the distributor/retailer for repair/replacement. Contact

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 Australia Telephone: (03) 9562 3455,
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