



Infrared Heaters **WARRANTY** **DOCUMENT.**

Certificate of Guarantee

03

Warranty

04

Installation & Commissioning Checklist

07

Achieving maximum energy efficiency and drastically reducing energy bills means thinking big. Which is why our experts at Project CÜRV® have looked at every aspect of powering the home and created a seamless, integrated, whole home solution.

CERTIFICATE OF GUARANTEE



In the event of any defect being detected in the product within the period of guarantee, you must fill in the below Certificate of Guarantee and send it to us stamped together with a copy of the sales invoice via email.

CUSTOMER DETAILS

USER:	
HOME ADDRESS:	
TOWN:	POSTCODE:
COUNTY:	COUNTRY:
TELEPHONE:	EMAIL:

PRODUCT DETAILS

SERIAL NUMBER:	SERIAL NUMBER:
PRODUCT CODE:	PRODUCT CODE:
DATE OF PURCHASE:	DATE OF PURCHASE:
SERIAL NUMBER:	SERIAL NUMBER:
PRODUCT CODE:	PRODUCT CODE:
DATE OF PURCHASE:	DATE OF PURCHASE:
SERIAL NUMBER:	SERIAL NUMBER:
PRODUCT CODE:	PRODUCT CODE:
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SERIAL NUMBER:	SERIAL NUMBER:
PRODUCT CODE:	PRODUCT CODE:
DATE OF PURCHASE:	DATE OF PURCHASE:

NB: This certificate of Guarantee MUST be completed in full in order to obtain guarantee rights. The purchase date and seller's stamp are compulsory. Please attach a copy of your sales invoices. In addition, for new constructions include the Certificate of First Occupation.

Please register your product within the first 3 months to validate your warranty by sending via email to **enquiries@projectcurv.co.uk**

Within fifteen years from date of purchase Project Cürv will repair or replace the heater element where the fault is due to defects in materials or workmanship. All electronic components of this heater will be replaced within the first five years from purchase in event of failure. In the event of a warranty claim please consult your local dealer and return the heater together with proof of purchase.

A prerequisite for validity of the warranty is use at the specified supply voltage of the heater and use in accordance with the conditions specified in this manual. (Any further warranty or claims are excluded.)

Failure to register your warranty as per above will result in a twelve month warranty being granted for all components of the heater.

Cürv Smart products require a WiFi enabled (2.4Ghz protocols 802.11 b/g/n) router and internet connection to access the smart hub.

Cürv cannot be held responsible for the quality or consistency of your internet connection and faults should be addressed with your provider.

This Limited Warranty does not guarantee that the use of the Cürv Smart products will be uninterrupted or error free.

The warranty covers the repair or replacement of the defective product only and Project Cürv shall have no liability for installation costs or consequential losses however incurred.

Removing the serial number will void the warranty. The warranty will also be void if the heater has been tampered with or opened in any way.

The product identification label must be left on the panels where they can be accessed after installation if necessary.

Project Cürv will assume no responsibility for scratches on surface after first use.

Project Cürv cannot accept responsibility for damage, loss or injury caused by ingress of water or moisture, accidental damage, mishandling, external impact, adjustment by authorised personnel or failure to follow the correct maintenance and safety precautions as stated in the manual. Refer to the Project Cürv limited warranty policy for full details.

Curv Product Warranty Information

CURV WARRANTY INFORMATION

This is a "Limited Warranty" which gives you specific legal rights. You may also have other rights, which vary from jurisdiction to jurisdiction. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the limitation or exclusion under this Limited Warranty may not apply to you. Please keep your dated sales receipt; it is required for all warranty requests.

WHAT THE WARRANTY COVERS

For a period of (* see above products) year from the date of purchase of your Cürv product, Curv360 Limited ("Cürv") will, at its sole option, repair or replace any Cürv products that malfunction due to defective parts or workmanship at no charge to you. This warranty is not transferable and applies only to the original consumer purchaser. Cürv may, in its sole discretion, make any repair or replacement with new or refurbished product or components. If the product or component requiring repair or replacement is no longer available, Cürv may, in its sole discretion, replace such product with a similar product of similar function.

WHAT THE WARRANTY DOES NOT COVER

Repair service, damage due to misuse, abuse, negligence, or casualty (e.g., fire), acts of God (including but not limited to lightning, flood, tornado, earthquake, or hurricane), and consumable parts (including batteries) are not covered by this warranty. Damage from unauthorized service or modification of the product or of any furnished component will void this warranty in its entirety. This warranty does not include reimbursement for inconvenience, installation, loss of use, or unauthorized service. In addition, this warranty does not cover any losses, injuries to persons, loss of property or general damages. This warranty covers only Cürv products and is not extended to other equipment, components, or devices that a customer uses in conjunction with our products. Cürv's maximum liability under this warranty is limited to the original purchase price of the Cürv product in question.

This warranty is expressly in lieu of all other warranties, expressed or implied, including any warranty, representation, or condition of merchantability or that the products are fit for any particular purpose or use, and specifically in lieu of all special, indirect, incidental, or consequential damages. If curv360 limited cannot lawfully disclaim statutory or implied warranties, then to the extent permitted by law, all such warranties shall be limited in duration to the duration of this express limited warranty and to repair or replacement service. Some jurisdictions do not allow limitations on how long a statutory or implied warranty lasts, so the above limitations may not apply to you.

Repair or replacement shall be the sole remedy of the customer and there shall be no liability on the part of curv360 limited for any special, indirect, incidental, or consequential damages, including but not limited to any loss of business or profits, whether or not foreseeable.

Curv Product Warranty Information

HOW TO CONTACT CÜRV CUSTOMER SERVICES

To obtain the benefit of the above limited warranty please contact Cürv support at:

warranties@projectcurv.co.uk or call us on our Telephone number - 08000 612 145

For warranty requests: Please be prepared to describe the product that needs service, the nature of the problem and to provide proof of purchase. You will also be required to return your existing device in accordance with directions that will be provided by Curv360 Limited. Cürv has no warranty obligations with respect any products that are excluded from warranty pursuant to Paragraph 2 above, as reasonably determined by Cürv, and the owner of such device shall bear all shipping costs for the return of such product to owner. Any claim under this Limited Warranty must be submitted to Cürv before the end of the warranty period described above. Please allow up to fourteen (14) business days for your warranty request to be processed.

PRODUCT BREAKDOWN

Curv Infrared Panels - 15 Years

(5 years for thermostat & Electronics)



Installation & Commissioning Checklist

Customer Name: _____ Install Date: _____

Address: _____

Installer Name: _____ Company Name: _____

Company Address: _____

Elegance Infrared Heater Checklist

Is infrared heater mounted correctly & securely? Yes / No

Is infrared heater paired to the app & or thermostat? Yes / No

Is cable clipped securely & covered? Yes / No

Has customer inspected heaters & is happy with installation? Yes / No

Engineer's Signature: _____

Customer's Signature: _____



cürv

Call us on 08000 612 145
Email us : enquiries@projectcurv.co.uk

Manufactured in China
curv-infrared.com

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Newborough Road
Burton on Trent
DE13 9PD