

Consumer Advisory Statement:

Advisory warning for consumers who have steel radiators installed in humid areas, and/or for those who wish to use radiators as a means to dry apparel.

“Products which are exposed to prolonged extreme conditions, such as high humidity or severe cold/condensation, may be subject to deterioration. Products installed in these circumstances are subject to a warranty period of twelve months only.” – Purmo Group UK Ltd Product Warranty Statement, 2023.

Any radiator which has been damaged before, during or after installation has a higher risk of rusting than those that have not been subject to any damage. The handling methodology adopted at our production facility ensures that radiators leave our warehouse without any paint defects.

Any radiator which has had paint weakened, chipped or dented, carries a much higher risk of rusting within poor ventilated areas, when used to dry wet apparel, or when corrosive cleaning materials are used on or near the radiator.

For example, if a radiator has been heavily knocked when undertaking household chores and paint begins to chip or flake, any moisture from the room or from clothes that have been placed on the radiator will react with the bare steel resulting in rusting.

Therefore, radiators which have signs of rust on the outside are not deemed as having a manufacturing defect and as a result we do not accept any liability regarding complaints of this nature under the terms of our Purmo Group UK Ltd Product Warranty Statement, 2023.

Kind Regards,



Customer Services – Purmo Group UK Ltd