

Aftercare Guide

Simple care helps your heating products look their best and perform efficiently for years to come. Always follow the installation and operating instructions supplied with your specific product.

Bleeding a wet radiator

Trapped air can stop a radiator heating evenly. Check your wet radiators at least once a year, and whenever the top feels cooler than the bottom.

- Switch off the heating and allow the radiator to cool.
- Hold a cloth beneath the bleed valve and open it slowly with the correct key.
- When the hissing stops and a steady trickle of water appears, close the valve gently.
- Check the boiler pressure afterwards and top up only in line with the boiler manufacturer's instructions.

Cleaning and routine care

- Dust regularly with a soft, dry cloth.
- For marks, use a soft cloth dampened with warm water, then dry the surface completely.
- Do not use abrasive pads, scouring powders, bleach, acidic cleaners, solvents or harsh bathroom and kitchen chemicals.
- Remove splashes and condensation promptly, particularly from plated or polished finishes.
- Never paint, drill, modify or dismantle the product.

Safe everyday use

- Radiators and towel rails can become hot. Take extra care around children and vulnerable people.
- Use towel warmers only as intended. Do not overload the rails or cover the entire product with heavy or saturated items.
- Keep electric controls, plugs and connection points away from water. Never operate an electric product if its cable, controller or casing is damaged.
- Do not isolate, drain or adjust a heating system unless you are competent to do so.

Protecting your guarantee

Your guarantee depends on correct installation, use and maintenance. Retain your proof of purchase and installation records. Coverage periods vary by product, so refer to the product documentation or order confirmation for the terms that apply.

Damage may not be covered where it results from:

- incorrect storage, handling or installation;
- failure to follow the supplied instructions;
- abrasive or corrosive cleaning products;
- impact, overloading, misuse or unauthorised modification;
- an unsuitable environment or exposure to excessive moisture; or
- poor water quality, system contamination or inadequate corrosion protection.

Need help?

If a product leaks, overheats, develops visible corrosion or does not operate as expected, stop using it and contact Hamilton Energi or a suitably qualified heating engineer or electrician. Do not attempt an internal repair.