

CHECK YOUR RADIATOR

Via navigation below you can check whether one of the radiators involved has been installed in your home. In case you need to take further action, you will find all required information here as well.

STEP 1

Do you have a Radson vertical radiator and is it one of the following types: Faro V, Kos V, Vertical ?

Yes – continue to Step 2.

No - there is no problem. You do not have to undertake any further action.



Faro-V



Kos-V



Vertical

STEP 2

Was the radiator installed after 17 September 2007?

Yes - continue to Step 3.

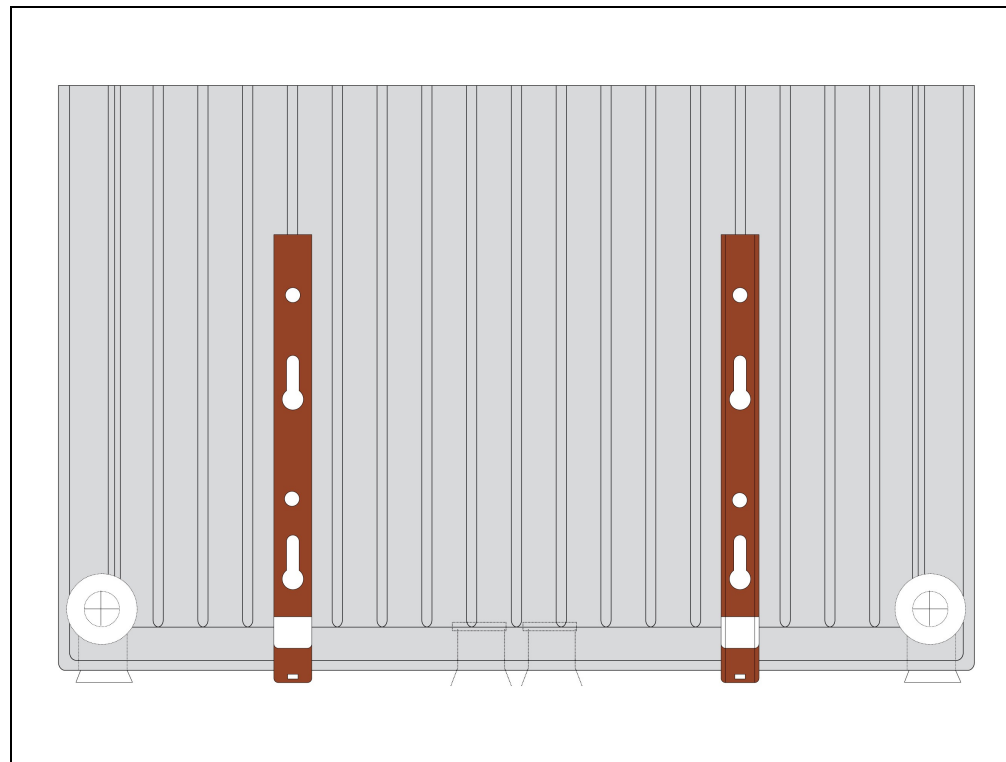
No - there is no problem. You do not have to undertake any further action.

STEP 3

Is the radiator supported at the bottom with 2 hooks?

Yes - continue to Step 4.

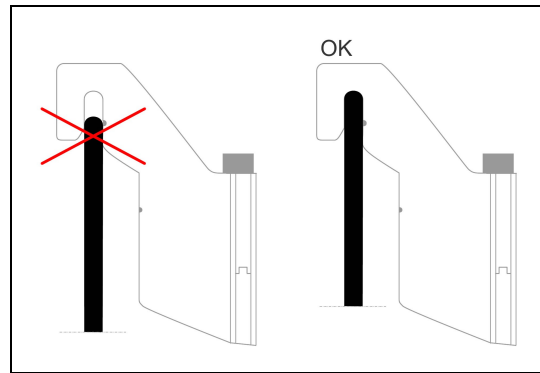
No - there is no problem. You do not have to undertake any further action.



STEP 4

The mounting should be replaced.

Download the service form and forward it to your installer as soon as you have completed it. The mounting replacement will be done at no cost to you.



Also check if the radiator is fixed in the slit of the top hooks and that these hooks are fixed solidly to the radiator. If the radiator is not fixed correctly contact your installer at once and request that the radiator is immediately checked and adjusted as needed.

If you are unsure or if you can not get hold of your installer, phone **+32 (0)11 81 31 41**.