

Thank You For Choosing **WUNDA**



Register your details with us for
ongoing support

wundagroup.com

support@wundagroup.com
01291 634 140

WUNDA
THE BRAND YOU CAN TRUST

Your Home, Your Heating, Your Way

Get Ready to Enjoy...

More comfort, more space and lower running costs with a system that will provide perfect heating for you and your home.

Your new Wunda system has been designed to give many years of faultless service with minimal maintenance, industry leading guarantees and FREE lifetime support from the Wunda team.

In this booklet you will find some top tips for keeping your system in prime condition and a handy troubleshooting guide should you need it.



Your Home, Your Heating, Your Way

Register Your Details

If you bought your system directly from us then you don't need to worry about this step. We'll have all your details on our records. However, if you bought your Wunda system through an installer or you have inherited it from a previous homeowner please call on **01291 634 140** or email us at **sales@wundagroup.com** to register your details so that we can link your details to your system guarantees.



Instructions

Underfloor Heating Instructions

Wunda provides a collection of printable instructional factsheets and how to videos. Whether you're seeking guidance on installation, troubleshooting, guarantees or understanding products, you can find these helpful resources on the Wunda Group website.



For factsheets visit:

<https://www.wundagroup.com/support/downloads/>



For videos visit:

<https://www.wundagroup.com/support/how-to-videos/>



Manifold Maintenance

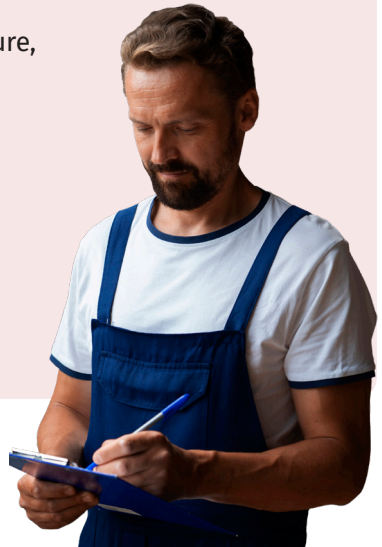
Your underfloor heating systems need very little maintenance, but there are a few steps to follow to ensure best working conditions for years to come.

Like any heating system an annual service of your heat source (boiler/heat pump) is advised and an up to date inhibitor check to ensure the water is free from contaminants. In addition to this we recommend...

Manifold Checks Every 3–6 Months

- Check that all loops are achieving flow. Check that the flow gauges are reading above zero.
- Check the flow and return temperature gauges to see that the difference is no more than 5 – 10 degrees Celsius.

- When checking for flow and temperature,
- if you notice any small leaks or weeps at the manifold please contact us via phone or email to diagnose.



Thermostat & System Maintenance

Thermostat and Device Checks Every 12 Months

- Ensure that the batteries in your thermostats and smart radiator heads do not need changing. Low battery power can cause poor functionality.

Seasonal Check

- If you intend to leave the system “off” for the summer you should conduct a test run for an hour every month to 6 weeks. This practice ensures that the system doesn’t remain stagnant, allowing any trapped air to be released. By doing so, you can troubleshoot any potential issues before they escalate, ensuring the system’s health when you turn it on for the winter.



Useful Information

Now you have your system installed, you may be looking for some tips on use.

Smart User Guide

Check out our Smart user guide for advice on how to get the most out of your system and a better understanding of all it has to offer. <https://tinyurl.com/2u69fv4r>



Contact Us

Wunda Group Plc has been built on commitment to excellent customer service and word of mouth recommendation. Providing great, accessible service is at the very heart of our company values.

Problem Solving

If you encounter any issues with your Wunda heating system, we ask that you get in touch to allow us the opportunity to help get things back on track and fulfil our guarantees before leaving a negative review.

Please don't hesitate to get in touch with us and we'll be happy to help. **Our team is here 6 days a week** for your needs. Please check our website for updates around Christmas opening hours.

Email - sales@wundagroup.com

Phone - 01291 634 140

Address - Wunda Group Plc
Unit 100
Castlegate Business Park
Caldicot
NP26 5YR

Returns Address - Wunda Group PLC
Unit 3a
Castlegate Business Park
Caldicot
Monmouthshire
NP26 5AD



5 Star Support

“ Wunda are in a league of their own.

When we rebuilt the house we had underfloor heating installed, and since then, any question I have had has been answered, by a human, on a phone. Any useful literature / support documents has been immediately sent through - next house, everything will be Wunda. They are the ONLY way to go”.

- Andy (Trustpilot)