BOGEN

Closed System Combustion Fireplaces

Warranty

Combustion Stove Warranty Guidelines

10 Year warranty coverage

10 YEAR WARRANTY

Your Bogen combustion stove undergoes strict quality control before it leaves the factory. However, a defect may occur therefore we back our units With a seven year guarantee against faulty workmanship or material defects.

The following part are not covered by the 10 Year Warranty:

- **• The guarantee does NOT cover**
- **• Damages caused by incorrect installation or use**
- **• Transport expenses in connection with guarantee repairs**
- **• Removing / installation in connection with guarantee repairs**
- **• Guarantee is only valid on proof of purchase from authorized dealer / Distributor**
- **• The unit must be serviced annually in accordance with the recommended maintenance instructions, including inspection and maintenance of the gaskets and glass holders.**

Failure to maintain these components may result in glass damage. Glass damage resulting from such neglect is not covered by the warranty.

1 YEAR WARRANTY

The following parts are covered under the standard 1 Year Warranty

- **• Refractory materials. (Cast grate, Firebricks and Vermiculite boards)**
- **• Door gaskets, glass gaskets and cement seals.**
- **• Round shaker grates and fire bars.**

LIMITS OF LIABILITY

- **• This warranty does not cover special, incidental or consequential damages, injury to persons or Property, or any other consequential loss.**
- **• Only problems caused by defects in materials or workmanship are covered provided the stove has been installed according to the installation manual's instruction. The warranty does not cover any problem caused by (a) negligence, misuse, abuse or circumstances beyond Heatwave's control or (b) wear and tear, modification, alteration, or servicing by anyone other than an authorised service engineer. In addition the warranty does not cover installation and operational related problems such as draught related issues external to the stove, inadequate venting or ventilation, excessive offsets, negative air pressure caused by insufficient burning of improper fuel.**
- **• The Warranty does not cover damage caused to the stove while in transit. If this occurs, do not operate the stove and contact your courier and/or dealer.**
- **• It is at Heatwave's discretion whether to repair or replace the product. All shipping costs are to be paid by the consumer.**
- **• The warranty is given only to the original consumer/purchaser. If the consumer/purchaser sells the stove or gives it away, the warranty ends.**

NOTE: Chimney/flue Components:- Heatwave will not accept responsibility for damage caused by chimney maintenance & cleaning negligence. We recommend that you use a Certified Chimney Sweep or similar to clean your chimney/stove flue way at least once a year

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