

#### 5 YEAR WARRANTY

Heatwave Multi-fuel stoves are warranted for up to five years after the date of purchase. All warranty claims must be reported to Heatwave and must be submitted with the product serial number (located on the front frame between the door hinges), date of purchase, proof of purchase (receipt) and details of the specific nature of the problem.

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The following External Castings are covered by a 5 Year Warranty:

- Hob
- Sides
- Ashpan
- Front
- Fire Door
- Leg
- Base

**1 YEAR WARRANTY** The following parts are covered under the standard 1 Year Warranty

- Refractory materials.
- Rope seals, glass seals 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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