



Warranty

Braai Warranty Guidelines

15 Year warranty coverage

15 YEAR WARRANTY

A 15-year limited warranty is provided on the firebox of the braai from the date of purchase. This warranty guarantees that the firebox is free from defects in materials and workmanship under normal residential use.

EXCLUSIONS

- **Internal Components:** Components such as embertrays, embermakers, ashtrays and other consumable parts are not covered by this warranty. These items are subject to regular wear and tear during normal use and may require periodic replacement.
- **Cosmetic Wear and Tear:** Changes in the product's appearance, including discoloration, surface scratches, and rust, are excluded from this warranty. These cosmetic issues do not affect the functionality or safety of the braai.
- **Misuse or Neglect:** Any damage resulting from improper use, negligence, or abuse is not covered. This includes failure to follow the product's care and maintenance instructions, such as cleaning and storage guidelines.
- **Environmental Factors:** Damage caused by exposure to extreme weather conditions, including excessive moisture, saltwater, or corrosive chemicals, is not covered. It is the user's responsibility to protect the braai from such environmental hazards.
- **Unauthorized Modifications or Repairs:** Alterations, repairs, or modifications performed by unauthorized individuals or entities will void the warranty. Only repairs carried out by authorized technicians are acceptable.
- **Commercial or Communal Use:** This warranty is intended exclusively for residential use. Products utilized in commercial settings, communal spaces, or other non-residential environments are not covered under this warranty.

LIMITS OF LIABILITY

This warranty does not cover any special, incidental, or consequential damages, including but not limited to injury to persons or property, loss of use of the product, loss of time, profits, or income, or any other indirect or consequential loss. The warranty applies only to defects in materials or workmanship, provided that the product has been installed in strict accordance with the instructions outlined in the installation manual and has been used under normal operating conditions.

The warranty does not cover issues arising from negligence, misuse, abuse, or circumstances beyond Heatwave's control. Furthermore, it excludes damage or issues resulting from normal wear and tear, unauthorized modifications, alterations, or servicing performed by anyone other than an authorized service engineer. Installation errors or operational problems due to improper setup or maintenance are also not covered under this warranty.

At Heatwave's sole discretion, any defective product may be repaired or replaced. However, the consumer is responsible for all shipping costs associated with warranty claims. This warranty is non-transferable and applies only to the original purchaser. If the product is sold, gifted, or otherwise transferred to another party, the warranty is immediately void.

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

Heatwave Industries

TEL: +018 1100822

Address: PO Box 6157 Flamwood 2572 South Africa

Email: admin@heatwave.co.za

Web: www.heatwave.co.za