

REGISTER YOUR PRODUCT TO RECEIVE A **FREE FIRE STARTER KIT!**

*** PLUS ***
**WE WILL PLANT
A TREE!**

Our recommended fuel supplier, Certainly Wood, is dedicated to sourcing and producing high quality, Ready to Burn approved firewood, and pride themselves on making an impact on environmental targets by championing sustainability.

Burning the right fuel is essential for lowering emissions and improving air quality. Research shows that firewood that is dried to between 10-20% moisture content will not only provide the most efficient and clean burn, but also provides the most heat.

Wood makes a great renewable fuel to heat our homes when sourced from sustainable, well managed woodland. Working in partnership with Certainly Wood, we will be planting new managed woodlands every year and we want you to be part of our #GreenBritain scheme. Our aim is to plant 10,000 trees a year, and you can help us achieve our target.

When you register your solid fuel stove or fire* with the Stovax Heating Group, we will jointly plant a tree – and to say thank you, Certainly Wood will send you a free Fire Starter Kit, giving you everything you need to get your first fire going, including:

- Kiln dried logs
- Kiln dried kindling
- Box of matches
- Flamers natural firelighters
- Promotional voucher for your first Certainly Wood order!

Having discovered the best way to season wood for burning, and dry firewood fast, Certainly Wood worked with HETAS to set up a quality standard for firewood, so you can be sure you are buying the best for your woodburning stove or fire. All their logs are sourced from within 100-mile radius of their base in Herefordshire.

Visit our partner, Certainly Wood, online for certified Woodsure Ready to Burn firewood along with a host of other products at www.certainlywood.co.uk or to find out more about our Green Britain campaign visit www.stovax.com/greenbritain

*UK Mainland Registrations Only. Terms & conditions apply. Offer may change from time to time – see our website for more details. Details correct at time of printing.

Visit stovax.com/registration to register your product and receive your free fire starter kit!



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FURTHER INFORMATION

You can register your purchase online at www.stovax.com/registration. By registering your product online, and choosing to opt-in we can keep you up-to-date with useful technical updates or the latest product information that will help you gain even more enjoyment from your new fire or stove and receive annual servicing reminders.

Should you experience problems with your Stove or Fireplace, any claim must be submitted first to the Expert Retailer from whom the product was purchased. Your Expert Retailer will either be able to offer immediate assistance or having visited you make contact with Stovax on your behalf. For a Service call to be arranged Stovax will require proof of registration, commissioning documents and service history if applicable (Service history required for all product over 12-months old). Any Warranty claim without the required information will be referred back to your Expert Retailer from whom you purchased it.

To progress any Warranty claims for damaged appliance/parts, paint or any visual defects, photographic evidence must be supplied. Failure to provide photographic evidence may result in the claim being delayed or refused.

A service call will only be logged once the retailer or installer has inspected the appliance and verified that there is a manufacturing fault. Any visit by a Stovax Engineer will incur a service charge if, our engineer inspects an appliance and concludes there is no manufacturing fault.

Stovax & Yeoman spare parts can be ordered online (UK only) at www.stovaxspares.com or www.yeomanspares.com

Register your product & enter a draw to
WIN the cost of your product back!
For full details and to register visit:
stovax.com/registration



Online registration of your new fire or stove is quick and easy.
Just visit stovax.com/registration

Please note: This warranty is applicable for purchases within the United Kingdom, Republic of Ireland, France, Belgium and the Netherlands only. Purchases in all other countries are subject to the warranty conditions specified by the reseller in those markets.

*The warranty extension and free fire starter kit offer is subject to the terms and conditions detailed in this booklet and in line with active promotion status. For full details and to check current registration promotion status, please visit www.stovax.com/registration



YOUR WARRANTY



This warranty booklet also covers **solid fuel products** from the following brands:



*Terms & Conditions apply. Free Fire Starter Kit Promotion applicable in UK mainland only



THANK YOU FOR CHOOSING STOVAX

Your stove or fire has been put through a series of demanding tests to make sure it performs not only reliably but exceptionally. If you have purchased your stove or fire from an authorised Stovax stockist within our Expert Retailer Network, your product will automatically carry a Two Year Warranty as standard. You can extend your warranty to five years for free simply by following the instructions below. Any product purchased outside of our Expert Retailer Network will carry a standard 12 month, non-extendable warranty.



EXPERT SERVICE

Should you experience any problems with your purchase, we want to ensure that it is resolved as soon as possible.

1. Contact the Expert Retailer from whom your product was purchased. They will be able to offer immediate assistance and assess your appliance to check if the fault is related to the installation.

2. If your Expert Retailer finds that the issue with your product is not a result of installation, they will raise a warranty claim with us so that any fault can be swiftly resolved on your behalf.

3. We also have a comprehensive FAQ section online at www.stovax.com/FAQ.

**See full warranty terms of conditions overleaf*



“A real feature” - Kersha & Nathan



“Brilliant” - William



“A swoon-worthy stove” - Nicky

**Terms & conditions apply*

REGISTER YOUR PRODUCT

Please register your stove or fire online within one month of the later of the purchase date or installation date to benefit from your Five Year Extended Warranty*. During the registration process, your Expert Retailer's details will be required for your Extended Warranty to be activated.

Register your product & enter a draw to
WIN the cost of your product back!
For full details and to register visit:
stovax.com/registration

HEARTH WARMING REVIEWS

We love to hear about customers and their stove or fire installations and now is the chance to tell us about yours! If you have a few moments to spare, please share your thoughts and photos. Once you send your showcase to us, we will publish it on our Customer Showcase area and send you a link so you can view it live on the website!

You can also have a second opportunity to win back the cost of your product!*

Submit your review at
stovax.com/customershowcase

SERVICE LOG

Your stove must be serviced every 12 months by a HETAS registered individual as a condition of the Five Year Extended Warranty. Records and receipts of annual services will be required in the event of a warranty claim during the period of the extended warranty. To help you ensure your product is serviced annually, we offer an email reminder service, which you can opt in for when you register your stove or fire online.

INSTALLATION DATE

Date:	
Product Name:	
Product Code:	
Installer:	
Installer Cert No:	
Installer Reg:	

FIRST YEAR SERVICE

Date:	
Name:	
Registered No:	
Signature:	
Installer:	
Installer Ref:	

SECOND YEAR SERVICE

Date:	
Name:	
Registered No:	
Signature:	
Installer:	
Installer Ref:	

THIRD YEAR SERVICE

Date:	
Name:	
Registered No:	
Signature:	
Installer:	
Installer Ref:	

FOURTH YEAR SERVICE

Date:	
Name:	
Registered No:	
Signature:	
Installer:	
Installer Ref:	

FIFTH YEAR SERVICE

Date:	
Name:	
Registered No:	
Signature:	
Installer:	
Installer Ref:	

EXTENDED WARRANTY TERMS & CONDITIONS

To receive your Extended Warranty your Stovax Stove or Fireplace must have been purchased from an authorised stockist within our Expert Retailer Network and your Warranty registered with Stovax within one month of the later of the purchase date or installation date. The commencement date for the warranty period is the date of purchase.

During the registration process, the details of the Expert Retailer from whom you purchased your product will be required for your Extended Warranty to be activated. Any product purchased outside of our Expert Retailer Network, or not registered within the stated time, will carry a standard 12-month Warranty. The Extended Warranty for your Stovax Stove or Fireplace extends the standard 12-month Warranty by a further 4 years to a total Warranty period of 5 years.

It is a condition of the Extended Warranty that the installation complies with relevant Building Regulations and the rules in force, and is carried out by a suitably trained and qualified individual (HETAS registered in England or equivalent qualified engineer in other countries) with a certificate of installation and the appropriate commissioning report completed and retained by the end-user. These can be found within your Installation and User Manual.

It is also a condition of the Extended Warranty that your Stovax Stove or Fireplace is regularly serviced (every 12 months) by a suitably trained and qualified individual (HETAS registered in the England or equivalent qualified engineer in other countries). Records and receipts of annual services will be required in the event of a warranty claim during the period of the extended warranty.

Stovax encourage having your chimney swept at least twice a year when burning wood or at least once a year when burning smokeless fuels. Records and receipts of chimney sweeping will be required in the event of a warranty claim during the period of the extended warranty.

This Warranty can be transferred in the event that the Customer sells the appliance within the Warranty period. The Customer must inform Stovax in writing of the sale within 14 days of the resale. Failure to notify Stovax within 14 days will result in the Warranty becoming invalid. Please pass on the dated sales receipt as a proof of purchase to the new owner.

During your extended Warranty period, only genuine Stovax spare parts must be used in the servicing and maintenance of your Stove or Fireplace, these spare parts can be ordered via www.stovaxspares.com, or from an Expert Retailer directly.

Consumable items such as glass, firebricks, grate parts, log retainers, baffles, ash pans and rope seals which are either subject to normal wear and tear or parts that require replacement in connection with normal maintenance are not covered, either by the original or the Extended Warranty. Damage caused by failure to replace worn or damaged consumable parts will not be covered by this warranty. Should you experience problems with your Stove or Fireplace, any claim must be submitted first to the Expert Retailer from whom the product was purchased. Your Expert Retailer will either be able to offer immediate assistance or

having visited you make contact with Stovax on your behalf. For a Service call to be arranged Stovax will require proof of registration, commissioning documents and service history if applicable (Service history required for all product over 12-months old). Any Warranty claim without the required information will be referred back to your Expert Retailer from whom you purchased it.

To progress any Warranty claims for damaged appliance/ parts, paint or any visual defects, photographic evidence must be supplied. Failure to provide photographic evidence may result in the claim being delayed or refused.

A service call will only be logged once the retailer or installer has inspected the appliance and verified that there is a manufacturing fault. Any visit by a Stovax Engineer will incur a service charge if, our engineer inspects an appliance and concludes there is no manufacturing fault.

Warranty Exclusions and Limitations

No Warranty is extended to consumable service parts or the repair or replacement of parts, which are subject to normal wear and tear during the Warranty period. Parts that will require replacement in connection with normal annual maintenance, such parts include but are not limited to glass, rope seals, firebricks, grate parts, log retainers, baffles and ash pans are not covered under the Warranty.

The Stovax Extended Warranty does not cover:

a) In normal usage, the paint finish of your Stovax Stove or Fireplace may change colour slightly. As these circumstances are considered normal, they are not covered by the Warranty. The paint finish will require touching up or repainting from time to time. Maintaining the finish is normal practice and is not covered by the warranty.

b) Enamelled components where these parts are subjected to abnormally high temperatures, chemical abrasion or thermal shocks, resulting in chipping, cracking, bubbling or discolouration and crazing of the enamelled finish.

c) Damage resulting from installation and usage where the appliance has not been installed or used in accordance with the Stovax installation and operation instructions, or if the installation does not conform to local building, fire and safety regulations.

d) Defects or faults caused by specific local conditions such as draught problems and chimney defects.

e) Damage or faults caused by lack of appropriate annual servicing.

f) The Stovax Extended Warranty does not cover damage caused by over-firing of the appliance. (Please see your Stovax Installation and Operating Instructions for further information)

g) Damage or premature wear caused by burning inappropriate fuels such as Bituminous coal, "Petro-Coke" or any other Petroleum based coals. Please visit the HETAS website, www.hetas.co.uk, for a full list of approved fuels which are covered by the warranty. Fuels outside of this list are not covered by the Warranty.

h) Damage caused by burning material with high creosote content or any other painted/treated timber.

i) Damage caused by burning wood with high moisture content. (Please see your Stovax Installation and Operating Instructions for further information)

j) Damage caused by unauthorised modifications, use or repair.

k) Damage or defects caused by the product being stored in a damp, unheated environment.

l) Consequential loss (to the extent permitted by law) relating to other associated products that have not been supplied by Stovax.

m) Consequential loss (to the extent permitted by law) related to decorations, furnishings or other household assets.

n) Removal and re-installation costs.

Repaired or replaced products are covered only for the remainder of the original Warranty period.

If you should ever wish to make a Warranty claim because of a product fault or defect, you must inform your retailer within a reasonable amount of time, usually this is within 14 days from the date on which the fault or defect first became apparent. If the product fault or defect is notified after 14 days from the date on which the fault or defect became apparent, Stovax cannot accept any liability for events or issues which arise after the 14-day period or which are caused or increased by the lack of notification which therefore prevented action being taken to restrict or eliminate any consequences arising from the fault or defect at an earlier date.

In the event of a product fault occurring during the Warranty period, Stovax will send the appropriate component or goods necessary to rectify the fault, free of charge.

Nothing in the Extended Warranty shall make Stovax liable for any or special, incidental or consequential damages, injury to persons or property, or any other consequential loss beyond the consumer's statutory rights. The liability on these issues is covered by Stovax's Terms and Conditions of Sale.

Stovax's total liability extends only to the purchase price paid for the goods, except where such a limitation is prohibited by statute. Stovax, in the event of a Warranty claim, reserve the right either to replace the goods in question or to refund the purchase price of the goods.

The Stovax Extended Warranty does not affect your statutory rights.

In the event of any conflict of information, the warranty details provided on the website shall prevail.

STOVAX