

# **Chazelles Warranty policy**

*Congratulations on purchasing a Chazelles fireplace.*

The Chazelles warranties set out in this document is provided to the person who purchased the Chazelles product from an authorised Chazelles reseller. The Chazelles warranties are not transferable and only applies to the original owner/purchaser.

## **Please ensure to keep your original purchase invoice.**

The warranty is applied from the original date of purchase. This product must be subjected to normal use and is designed to burn Hardwood only with a maximum loading charge defined for each model.

## **PERIOD OF COVER**

1 10 years limited warranty on the firebox on All Chazelles models Except the TQH43 which is 5 Years Warranty on the firebox.

2 1 year limited warranty on cast grates, door hinges, fireplace bricks, vermiculite bricks, steel plates, baffle plates, ash pan, ceramic seals, all electrical components, control units, hot air ducting fan

## **Please note the following warranty conditions.**

- . The fireplace has been operated and maintained in accordance with the operating instructions provided
- . The fireplace has been installed and connected in accordance with all applicable Australian standards, building codes and manufacturers recommendations. (refer to installation manual)
- . Has not sustained damaged due to intentional force or overheating
- . Has not been modified, repaired and/or incompetent handling

## **Warranty exclusions**

- . any costs incurred for travelling expenses, removing, dismantling or reinstalling any fireboxes or ducting fan units
- . Freight and packaging costs to send product to and from Chazelles Australia are not covered as well as the non-use of the appliance
- . Vermiculite, fire bricks, deflector, grate, ash pan, door, frame and firebox warpage or cracks due to overheating

- . glass breakage
- . rust evident due to green firewood/high moisture content timber used (green firewood will result in excess rust build due to moisture and acid attacking the metal, especially when the air vents are continually shut)
- . any damaged caused by overcharging, air supply altered or not recommended fuel types are used
- . product purchased from an unauthorised Chazelles reseller, including online trading companies or individuals
- . Any damage that has occurred due to an incorrect installation
- . failure and damage due to fair wear and tear incurred on the product during the course of normal use

For the purpose of the 10 years limited warranty, fair wear and tear is defined as degradation consistent with that expected for a product of its age, when used in a regular manner and in the normal application the product was designed for.

The product must be subjected to normal use. The product is designed to burn **HARDWOOD ONLY** with a maximum load charge defined for each model.

Warranty will be voided if defect occurs due to operation under extreme conditions, incorrect usage or incorrect installation causing damage.

**In order to maintain your warranty, please avoid overcharging your fireplace which will produce excessive temperatures and result in damage. This can be identified by**

- . firebox distortion/cracks
- . fireplace door damage
- . buckling/distortion of grille, safety bars, baffle, grate or ash pan
- . change of colour of the heating surface
- . discolouration of the door glass

Only spare parts approved by Chazelles Australia may be used.

### **Warranty claims**

For any warranty claims or concerns, please contact the place of purchase or Chazelles Australia on (02) 9550 6290.

For all claims, photos of the installed fireplace, measurements and fireplace serial number must be sent with the proof of purchase invoice. Product will/may need to be returned to Chazelles Australia for assessment of all claims.

If a claim is to be made under Chazelles Australia warranty, Chazelles Australia may at its own discretion only, opt to replace the product (either with the same or similar product up to the same purchase value as the original product) or repair as required.

Chazelles Australia reserves the right to review and amend its warranty policies and periods on all products, repairs, service parts and accessories from time to time as Chazelles Australia considers appropriate.