

Pyroclassic Wood Fires are manufactured in New Zealand, using the highest quality materials and workmanship.

The cast ceramic fire chamber in the Pyroclassic Fire is warranted against failure for FIFTEEN years to the original purchaser from the date of purchase for peace of mind. All other components of the fire are covered for ONE year. This warranty excludes items considered to be consumable components including door glass, door seals, door knobs and wetbacks. Please refer to separate wetback warranty for detailed information regarding Hotflows wetback warranty policy.

This warranty commences upon the date of purchase from an authorised Pyroclassic retailer and only applies to the original purchaser, it cannot be transferred. Please ensure a completed warranty registration card is returned to Pyroclassic Fires Australia PTY Ltd so the warranty can be validated.

Manufacturer warranty conditions:

a) Pyroclassic Fires Australia PTY Ltd undertakes with the original purchaser to remedy in a reasonable timeframe any defects for poor performance of the heater due to faulty workmanship or materials and or circumstances which would render the heater parts or accessories unfit for normal use, provided that the heater has been installed, inspected, operated and maintained with the manufacturer's instructions and the terms of this warranty.

b) Pyroclassic Fires Australia PTY Ltd will provide replacement of any parts covered by this warranty or the entire heater at its option after receiving a fully completed Pyroclassic Fires Australia PTY Ltd warranty claim form (available from [www.pyroclassic.com.au](http://www.pyroclassic.com.au)). Pyroclassic Fires Australia PTY Ltd must be satisfied that the heater in question was correctly installed as per the manufacturer installation instructions and that the heater is defective and they have been given the opportunity to rectify the defect.

c) The purchaser will be responsible for paying any service call fees or transport charges on and damages and loss incurred in connection with the transportation of the heater parts or accessories to and from Pyroclassic Fires Australia PTY Ltd or its accredited agents if the unit is not found to be at fault under warranty.

d) This warranty does not apply and Pyroclassic Fires Australia PTY Ltd shall have no obligation in respect to any heater part or accessory which has:

1. Been subject to misuse, neglect, or accident in transit, storage or use.
2. Not been inspected for proper installation or has not been operated or maintained in accordance with the manufacturers printed instructions.
4. Been subject to water damage, including any surface rust which may occur in transit or storage and excluding such damage caused by wetback leakage if so proven to be faulty materials or workmanship on behalf of Pyroclassic Fires Australia PTY Ltd.
5. Been damaged due to normal wear and tear.
6. When sea driftwood and/or domestic rubbish is burned or if the fuel used does not meet the following criteria and conditions: contains less than 25% moisture (dry weight), has not been treated with preservatives or impregnated with chemicals or glue, is not chipboard, particle board or laminated board, and is not painted, stained or oiled.

e) This warranty is expressly in lieu of all other warranties, expressed or implied including the warranties of merchantability and fitness for a particular purpose other than the warranties conferred by Pyroclassic Fires Australia PTY Ltd, who neither assumes nor authorises anyone else to assume their liability in connection with the sale of the woodfire or any other parts or accessories therefore.

f) Any claim under this warranty should be submitted first to the retailer from whom the appliance was purchased, in such cases where the retailer cannot be located, the fully completed warranty claim form should be mailed to Pyroclassic Fires Australia PTY Ltd, at the address shown herein.

g) Notwithstanding the warranty and undertakings above, Pyroclassic Fires Australia PTY Ltd shall not be liable in any way whatsoever for consequential loss of any kind.

h) It is recommended, but not a requirement of this warranty that a full service/inspection of the Pyroclassic wood fire be carried out at the end of each winter season with note of the following points;

- The Pyroclassic wood fire must be installed, operated and maintained strictly in accordance with the building code and this installation and operation manual.
- The Pyroclassic wood fire must be installed and used in a domestic application.
- This warranty covers appliance like for like replacement or repair at the manufacturer's discretion but excludes freight, travel, installation, labour and/or any other associated costs.
- Pyroclassic Fires Australia PTY Ltd or their agents are not liable for any loss or expense direct or indirect arising from the failure of any part or operation of the appliance.
- Operation of this appliance in violation of the warnings in the operation and installation manual will void this warranty.
- Your Pyroclassic wood fire must be regularly maintained and we recommended it is also serviced annually. Proof of servicing may be required. If a wood fire is not regularly maintained and serviced, the life span will be reduced. If your Pyroclassic wood fire has been neglected, by not being regularly maintained and serviced, warranty may be declined.
- It is critical that the fire is not operated with badly worn, faulty or missing door seals. Door seals will harden over time and become compressed (3-4 year's) this will cause air to leak into the fire, causing the appliance to 'over fire' and burn fuel at an accelerated rate.
- It is critical that the fire is not operated with cracked, or broken door glass.
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#### **Warranty Exclusions:**

##### **This manufacturer's warranty does not cover:**

- Service calls which are not related to any defect in the product (i.e. operational, installation or fuel issues). The cost of a service call will be charged at industry standard rate if the problem is not found to be a product fault.
- Defects caused by factors other than normal domestic use or use in accordance with the product's operation manual.
- Any defect deemed to be purely cosmetic and has no operational effect on the appliance.
- Defects to the product caused by accident, neglect, misuse or act of God.
- The cost of repairs carried out by non-authorised repairers or the cost of correcting such unauthorised repairs.
- Required maintenance as set out in the operator's manual.