



## **Warranty Terms & Conditions for Gas Fires (excluding Evolution Plus, Fireboxx, Blaze & Outdoor Blaze)**

Nu-Flame Gas Fires have a 1 year parts and labour guarantee from the date of purchase. For fires with an advertised efficiency this can be extended to 5 years, with year 2 covering parts and labour on site, and years 3 to 5 covering parts and labour return to base, under the following terms:

- ◆ The installation must be carried out by a Gas Safe registered installer, employed or designated by the retailer\*(we may require their registration details).
- ◆ The Record Data section on the front of the Installation & Servicing Instructions must be completed on installation.
- ◆ The fire must be registered on our website within 1 month of purchase.
- ◆ The appliance must be installed and used in accordance with our Installation & User instructions.
- ◆ The gas supply pressure at the appliance must not more be than 3mbar below or 3mbar above the gas pressure stated on the data plate when the appliance is running on high flame, with any other major gas appliances also running.
- ◆ The fireplace and flue system must conform to relevant local codes, building regulations & British Standards.
- ◆ The appliance must be serviced annually by a Gas Safe registered person who is familiar with this type of fire.
- ◆ The service log must be correctly filled out, up to date and supported by receipts.
- ◆ The appliance must not have been subject to misuse or accident or have been modified or repaired by any person other than the authorised employee or authorised representative of Nu-Flame Ltd.
- ◆ This guarantee is not transferable and relates to the original installation only.

\*Fires purchased on a supply only basis, where a customer employs their own installer, cannot have the guarantee extended to 5 years as we have no relationship with installers outside our dealer network and cannot vouch for their expertise on this type of fire.

This guarantee is applicable for purchases within the United Kingdom. Purchases in other countries are subject to the guarantee conditions specified by the reseller in those markets. This guarantee in no way reduces your statutory rights.

Should you experience problems with your Gas Fire, you should in the first instance contact the Nu-Flame retailer from whom the product was purchased, as they will cover your area and are best placed to either resolve the issue directly or, if necessary, involve Nu-Flame on your behalf.

The guarantee can only be called upon once the retailer or installer has inspected the appliance and verified that there is a manufacturing fault. If, when we inspect the appliance, we conclude that there is no manufacturing fault, repair costs will apply.

In the event of a guarantee claims for damaged appliance/parts, paint or any visual defects, photographic evidence may be requested. Failure to provide photographic evidence if requested may result in the claim being delayed or refused.

### **Guarantee Exclusions and Limitations**

The guarantee does not cover consumable service parts or the repair or replacement of parts, which are subject to normal wear and tear during the guarantee period. Parts that may require replacement in connection with normal annual maintenance, include but are not limited to glass, rope seals, thermocouples, oxy-pilots, ceramic fuel effects, batteries and internal linings - none of these consumables are covered by the guarantee.

During your extended guarantee period, only genuine spare parts supplied by Nu-Flame must be used in the servicing and maintenance.

Damage caused by failure to replace worn or damaged consumable parts will not be covered by the guarantee.

In normal usage, the paint finish of your fire may change colour slightly. This is normal and therefore cosmetic issues are not covered by the extended guarantee.

Site issues such as specific local conditions, draught problems and chimney defects are not covered by the guarantee.

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

Guarantee claims must be advised to the retailer within a reasonable amount of time from the fault or defect first becoming apparent, usually within 10 days. Nu-Flame cannot accept any liability for issues caused or increased by slow notification as this could prevent action being taken to restrict or eliminate any consequences arising from the fault or defect.

Nu-Flame Ltd accepts no liability for any consequential loss or damage arising from the use or failure of the product or any information provided, including, but not limited to, economic or financial loss, damage to peripheral equipment or products, loss of use, productivity or time.



**BRITISH MADE**