



Heritage Stove Warranty Terms & Conditions

Room Heater Stoves – 3 Year Warranty.

- 1 year standard manufacturers warranty, in accordance with EU regulations
- 2 year extended Heritage warranty will be added if stove warranty is registered online within first 3 months of purchase of your new Heritage room heater stove

Boiler Stoves – 3 Year Warranty.

- 1 year standard manufacturers warranty as in accordance with EU regulations
- 2 year extended Heritage warranty will be added if stove warranty is registered online within first 3 months of purchase of your new Heritage Boiler stove

Installation

- The appliance must be installed by a Hetas certified fitter in accordance with Building Regulations in order for the warranty to be valid.
- If upon opening the stove, it is found to be damaged in any way, do not attempt to install the stove. Return to retailer where it was purchased from.
- Please ensure that the appliance is the correct size (kW) to effectively heat the room where it is to be installed to avoid poor performance issues.



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Warranty Limitations

- Grates & Baffle Plates are guaranteed for 1 year.
- There is no guarantee on glass parts or fire bricks.
- Please note Fire Bricks will develop hairline cracks over time & only need to be replaced upon total disintegration of the brick, where you can see the metal side of stove.
- Please note issues such as replacing fire rope, replacing the door handle, paint peeling, bricks cracking, replacing grate, glass or baffle does not warrant a service call and can be easily avoided using the instructions in the manual.

This warranty is only valid if:

- The unit has been installed in accordance with the latest building regulations.
- The chimney which services the stove is in accordance with the latest building regulations.
- All installation instructions in the manual have been followed.
- The stove is operated as described in the manual.
- The stove is only used to burn fuel as described in the manual.
- Any stove installed must have a rain cap fitted to the top of the chimney.



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This Warranty Does Not Cover:

- Damage resulting from the use of fuel not recommended in the manual.
- Where a crack appears on top of stove, resulting from a layers of pipework placed all the way to ceiling with no twin-wall adapter or joist support to carry the weight of these pipes.
- Parts which are damaged by external causes such as unadapted chimneys, thunderstorms, dampness, faulty plumbing, faulty fuel or mistreatment.
- Any hinges, nuts or bolts of handles that become loose due to use or mistreatment.
- Body paint peeling / Enamel Cracking due to stove being over-fired.
- Breakage of glass.