

# Waterford Stanley

## Warranty - Stanley Solid Fuel Stove

STANLEY SOLID FUEL STOVES

WARRANTY GUIDELINES

5 YEAR WARRANTY COVERAGE

### 5 YEAR WARRANTY

Stanley solid fuel stoves are warranted for up to five years after the date of purchase. All warranty claims must be reported to Waterford Stanley and must be submitted with the product serial number (located in the ash compartment underneath ashpan), date of purchase, proof of purchase (receipt) and details of the specific nature of the problem.

The following External Castings are covered by a **5 Year Warranty**:

- Hob
- Sides
- Ashtray
- Front
- Fire Door
- Leg
- Base

### 3 YEAR WARRANTY

The following parts are covered by a **3 Year Warranty**:

- Ceramic glass is covered for Thermal breakage-supply only.

### 1 YEAR WARRANTY

The following parts are covered under the standard **1 Year Warranty**

- Refractory materials.
- Rope seals, glass seals and cement seals.
- Surface finish on Seno models.
- Grates and fire bars.

### LIMITS OF LIABILITY

- This warranty does not cover special, incidental or consequential damages, injury to persons or Property, or any other consequential loss.
- Only problems caused by defects in materials or workmanship are covered provided the stove has been installed according to the installation manual's instruction. The warranty does not cover any problem caused by (a) negligence, misuse, abuse or circumstances beyond Waterford Stanley's control or (b) wear and tear, modification, alteration, or servicing by anyone other than an authorised service engineer. In addition the warranty does not cover installation and operational related problems such as draught related issues external to the stove, inadequate venting or ventilation, excessive offsets, negative air pressure caused by insufficient burning of improper fuel.
- The Warranty does not cover damage caused to the stove while in transit. If this occurs, do not operate the stove and contact your courier and/or dealer.
- The warranty does not cover enamel discolouration due to over firing, enamel damage caused by impact, damage to baffles caused by over firing and fading of surface finish on seno models.
- It is at Waterford Stanley's discretion whether to repair or replace the product. All shipping costs are to be paid by the consumer.
- The warranty is given only to the original consumer/purchaser. If the consumer/purchaser sells the stove or gives it away, the warranty ends.
- The warranty applies only to products purchased after 1st February 2008.

**NOTE:** Chimney/flue Components:- Waterford Stanley will not accept responsibility for damage caused by chimney maintenance & cleaning negligence. We recommend that you use a Certified Chimney Sweep or similar to clean your chimney/stove flue way at least once a year.

**Waterford Stanley Service Department**

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