

# Limited Warranty

## Direct Vent Heaters

The operation of this heater in a manner inconsistent with the owner's manual will void the warranty and is also against federal regulations.

United States Stove Company warrants to the original purchaser its products against premature failure of any component due to workmanship, quality, or materials as follows:

### TIME PERIOD:

|                                     |                                |
|-------------------------------------|--------------------------------|
| Controls/Valves .....               | One Year From Time Of Purchase |
| Thermocouple/Thermopile .....       | One Year From Time Of Purchase |
| All Electrical Components .....     | One Year From Time Of Purchase |
| Combustion Chamber and Burner ..... | One Year From Time Of Purchase |

### CLAIM PROCEDURE

Any defects should be reported to United States Stove Company or its dealer and/or distributor giving descriptions and pertinent data, including proof or purchase which will be returned upon request.

Providing the heater has been installed and used in accordance with the Owners Manual supplied with the heater, United States Stove Company will either:

- 1) Replace the defective part free of charge
- 2) Replace the heater free of charge
- 3) Where the defect is of a cosmetic (non-functional) nature, United States Stove Company will bear reasonable expense to refurbish the heater, including such items as welding, painting, and incidental labor. A "Reasonable" is defined by terms of this warranty as \$30.00/hour with full refund for any purchase of parts.

### NOT COVERED

Specifically not covered under terms of this limited warranty or any other warranty are problems relating to smoking or creosote. Smoking is attributable to inadequate draft due to the design or installation of the flue system or installation of the heater itself. Creosote formation is largely attributable to improper operation of the unit and/or draft as mentioned above. Also, not covered are:

- 1) Removal and re-installation cost.
- 2) Service calls to diagnose trouble (unless authorized in writing by the manufacturer, distributor, or dealer).
- 3) Damage or defect caused by improper installation, accidents, misuse, abuse (including overfiring) or alteration.
- 4) Transportation or shipping costs.

### LIMITATIONS AND EXCLUSIONS

- 1) United States Stove Company shall not be liable for incidental, consequential, special, or contingent damages anyone might suffer as a result of their breach of this written warranty or any implied warranty.
- 2) Should the heater be replaced by United States Stove Company "free of charge", all further warranty obligations are thereby met.
- 3) Parts and/or service replacements made under the terms of this warranty are warranted only for the remaining period of the original heater warranty.
- 4) Without specific written exclusionary waivers, no one has authority to add to or vary this limited warranty, or to create for United States Stove Company any further obligation of liability in connection with this heater or any other applicable accessory. Any further warranty implication applicable to this heater or any applicable accessory is limited in duration to the same time period as the original statement in the above schedule.

### YOUR DUTIES

- 1) This heater, including all applicable accessories, must be installed and operated in accordance with local authorities having jurisdiction and the instructions furnished with the Owners Manual.
- 2) You should keep as permanent record your proof of purchase (or canceled check or invoice).

### PROBLEM/RESOLUTION

- 1) As purchaser, you must first contact the dealer and/or distributor from whom you purchased your heater.
- 2) If within a reasonable period of time you do not receive satisfactory service from the distributor and/or dealer, write or call United States Stove Company, Customer Service Department, including complete details of the problem and/or problems you are experiencing, details of your installation, your proof of purchase, and the heater serial number or test agency code number.

### WARRANTOR

The warrantor of record is United States Stove Company, PO Box 151, 227 Industrial Park Road, South Pittsburg, Tennessee 37380.

Phone number: 800-750-2723 • Web site [www.usstove.com](http://www.usstove.com)

### NOTE

This warranty gives you specific legal rights; and, you may also have other rights which vary from state to state. Register your product on line at [www.usstove.com](http://www.usstove.com). Save your receipt with your records for any claims.

### IMPORTANT

We congratulate you on your selection of United States Stove Company and its products. As the oldest solid fuel manufacturer in the United States (since 1869), the United States Stove Company is very proud of its products, service, employees, and satisfied customers. We would like to hear from you if you are not satisfied with the manner in which you have been handled by our distributor, dealer, representative, customer service department, parts department, or sales department. Please reach out to us by using any of the contact information listed above.