

# ENGLANDER LIMITED WARRANTY

The warranty of the manufacturer extends only to the original retail purchaser and is not transferable. This warranty covers brand new products only, which have not been altered, modified nor repaired since shipment from factory. Please provide a proof of purchase (dated bill of sale), model name and serial number when making any warranty claim to your ENGLANDER dealer.

**This warranty applies to normal residential use only. This warranty is void if the unit is used to burn material other than cordwood (for which the unit is not certified by EPA) and void if not operated according to the owner's manual. Damages caused by misuse, abuse, improper installation, lack of maintenance, over firing, negligence or accident during transportation, power failures, downdrafts, venting problems or under-estimated heating area are not covered by this warranty. The recommended heated area for a given appliance is defined by the manufacturer as its capacity to maintain a minimum acceptable temperature in the designated area in case of a power failure.**

This warranty does not cover any scratch, corrosion, distortion, or discoloration. Any defect or damage caused by the use of unauthorized or other than original parts void this warranty. An authorized qualified technician must perform the installation in accordance with the instructions supplied with this product and all local and national building codes. Any reclamation related to an improper installation is not covered by this warranty.

The manufacturer may require that defective products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. Transportation fees to ship the product back to the purchaser will be paid by the manufacturer. All parts costs covered by this warranty are limited according to the table below.

The manufacturer, at its discretion, may decide to repair or replace any part or unit after inspection and investigation of the defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of any warranted but defective parts. The manufacturer shall, in no event, be responsible for any uncommon, indirect, consequential damages of any nature, which are in excess of the original purchase price of the product. A one-time replacement limit applies to all parts benefiting from lifetime coverage. This warranty applies to products purchased after June 20th, 2022.

DESCRIPTION	WARRANTY APPLICATION*
	PARTS
Combustion chamber (welds only**) & cast iron door frame.	5 years
Surrounds, heat shield, ash drawer, steel legs, pedestal & convector air-mate.	2 years
Removable stainless steel combustion chamber components, secondary air tubes**, deflectors & supports.	2 years
Glass retainers, handle assembly & air control mechanism.	2 years
Carbon steel combustion chamber components, vermiculite baffle** & ceramic glass (thermal breakage only**).	1 year
Blower, heat sensors, switches, rheostat, wiring & other controls.	1 year
Firebricks, paint & gaskets.	-
Any parts replaced under the warranty.	90 days

***\*Subject to limitations above    \*\*Picture required***

Shall your unit or a components be defective, contact immediately your ENGLANDER dealer. To accelerate processing of your warranty claim, make sure to have on hand the following information when calling:

- Your name, address and telephone number
- Bill of sale and dealer's name
- Installation configuration
- Serial number and model name as indicated on the nameplate fixed to the back of your unit
- Nature of the defect and any relevant information

**Before shipping your unit or defective component to our plant, you must obtain an Authorization Number from your ENGLANDER dealer. Any merchandise shipped to our plant without authorization will be refused automatically and returned to sender.**