

## Limited Warranty

Breckwell Hearth Products warrants to the original consumer purchaser that the Breckwell pellet stove in its original installation is free from defects in material and workmanship from the original date of purchase as follows:

### TIME PERIOD

- A) **Steel Fabricated Components** (Excluding Burn Pot Insert)..... Five Years
- B) **Glass and Burn Pot Insert** (For Thermal Damage Only)..... One Year
- C) **Electrical Components** (Control Panel, Auger Motor, Combustion/Convection Blowers, Igniter, Thermodisc, Air Switch) ..... One Year

### NOT COVERED

Specifically not covered under the terms of this limited lifetime warranty or any other warranty, are problems related to smoke or creosote. Smoking is attributable to inadequate draft due to poor design of the flue system or incorrect installation of the flue system or improper installation of the heater itself.

Also not covered are:

- 1) Removal and re-installation costs.
- 2) Service calls for diagnosis or warranty replacement.
- 3) Gaskets.
- 4) Painted or Plated Surfaces.
- 5) Damage or defects caused by improper installation, improper maintenance, misuse, abuse, alteration, accidents, or circumstances beyond Breckwell's control including but not limited to acts of nature.
- 6) Transportation or shipping costs.

### CLAIM PROCEDURE AND PROBLEM RESOLUTION

- 1) As the purchaser you must first contact the nearest authorized Breckwell specialty dealer and report any problems or defects you are experiencing.
  - a. Provide descriptions of the defect and any pertinent data including your complete contact information, and proof of purchase. If the unit has been installed and used in accordance with the Owner's Manual supplied with stove, Breckwell will (at their sole discretion) either:
    - i. Replace the warranted part free of charge (service charges or labor not included).
    - ii. Repair or Replace the unit free of charge (may be with a new or refurbished unit).
  - b. If the defect is of a cosmetic (non-functional) nature, Breckwell will bear no responsibility for repair, though such cases will be reviewed on an individual basis.
  - c. If the dealer must examine the stove at the consumer's residence, a reasonable service call charge may be incurred and is the sole responsibility of the consumer.
  - d. If the unit must be transported, those charges will be the consumer's responsibility.
- 2) If within a reasonable amount of time you have not received satisfactory service from the dealer you should contact Breckwell's Technical Support Department. Email is the preferred method of contact and all contact information can be found on our website at [www.breckwell.com](http://www.breckwell.com).
- 3) Breckwell's sole responsibility is to repair or replace the defective part as stated herein. Installation of that part is the responsibility of the dealer or consumer.

### LIMITATIONS AND EXCLUSIONS

Breckwell will not be liable for consequential or indirect damages to property or persons resulting from use of this product. No other express warranty given and no affirmation of Breckwell or its agents by work or action shall constitute a warranty.

This warranty covers defect in materials and workmanship in covered components provided this product has been properly installed and operated strictly in accordance with the instructions in this owner's manual and all applicable local codes. This warranty does not cover damage or breakage caused by improper handling, misuse, abuse, over-firing, disassembly, unauthorized modification or other circumstances beyond Breckwell's control. Installing non-Breckwell components onto the unit would be considered unauthorized modification and will void all warranties.

Warranty limitations may not apply in your area. This warranty gives you specific legal rights. You may also have other rights which may vary from state to state.

### YOUR RESPONSIBILITIES

- 1) This unit, including any and all accessories, must be installed, operated, and maintained in accordance with all instructions provided in the owner's manual and any additional codes or regulations of local authorities or entities having jurisdiction.
- 2) You should maintain, as a permanent record, your proof of purchase (sales receipt with serial number and cancelled check or credit card receipt).
- 3) Properly complete and submit to Breckwell a legible warranty registration form within 10 days of purchase. This form is provided with the stove and also available on our website at [www.breckwell.com](http://www.breckwell.com).
- 4) Keep this warranty for future reference.