

Pyro Fires Warranty Statement and Form

Pyro Fires Warranty Statement

The ceramic Fire Chamber in the Pyro Fire is warranted for 15 years against defective material or workmanship, provided that the fire is used according to the manufacturer's operating instructions. This warranty does not cover damage or failure caused by tampering, carelessness, abuse, or misuse.

Note: The Warranty only applies to the original purchaser and installed location and cannot be transferred.

Pyro Wood Fires are manufactured in New Zealand, using the highest quality materials and workmanship. The cast ceramic fire chamber in the Pyro Fire is warranted against failure for 15 years to the original purchaser from the date of purchase. All other components of the fire are covered for one year. This warranty excludes items considered to be consumable components including door glass, door seals, door knobs, and wetbacks. Please refer to the separate wetback warranty for detailed information regarding Hotflows wetback warranty policy.

This warranty commences upon the date of purchase from an authorised Pyro retailer and only applies to the original purchaser; it cannot be transferred. Please ensure a completed warranty registration card is returned to Pyro Fires Ltd so the warranty can be validated.

Manufacturer Warranty Conditions:

a) Pyro Fires Ltd undertakes with the original purchaser to remedy in a reasonable timeframe any defects for poor performance of the heater due to faulty workmanship or materials and/or circumstances which would render the heater parts or accessories unfit for normal use, provided that the heater has been installed, inspected, operated, and maintained according to the manufacturer's instructions and the terms of this warranty.

b) Pyro Fires Ltd will provide replacement of any parts covered by this warranty or the entire heater at its option after receiving a fully completed Pyro Fires Ltd warranty claim form (available from www.Pyrofires.co.nz). Pyro Fires Ltd must be satisfied that the heater in question was correctly installed as per the manufacturer installation instructions and that the heater is defective, and they have been given the opportunity to rectify the defect.

c) The purchaser will be responsible for paying any service call fees or transport charges on and damages and loss incurred in connection with the transportation of the heater parts or accessories to and from Pyro Fires Ltd or its accredited agents if the unit is not found to be at fault under warranty.

d) This warranty does not apply, and Pyro Fires Ltd shall have no obligation in respect to any heater part or accessory which has:

1. Been subject to misuse, neglect, or accident in transit, storage, or use.
2. Not been inspected for proper installation.
3. Not been operated or maintained in accordance with the manufacturer's printed instructions.
4. Been subject to water damage, including any surface rust which may occur in transit or storage, excluding such damage caused by wetback leakage if proven to be faulty materials or workmanship on behalf of Pyro Fires Ltd.
5. Been damaged due to normal wear and tear.
6. Burned sea driftwood and/or domestic rubbish or if the fuel used does not meet the following criteria and conditions: contains less than 25% moisture (dry weight), has not been treated with preservatives or impregnated with chemicals or glue, is not chipboard, particle board, or laminated board, and is not painted, stained, or oiled.

e) Pyro Fires does not cover under warranty any cosmetic finishings from damage once the fire is in use.

f) In the event of a warranty claim, Pyro Fires will cover all costs of all parts and any labour costs incurred in the factory environment. It will also cover the freight costs to have the fire shipped to the factory and back to the customer (NZ addresses only).

g) This warranty is expressly in lieu of all other warranties, expressed or implied, including the warranties of merchantability and fitness for a particular purpose other than the warranties conferred by Pyro Fires Ltd, who neither assumes nor authorizes anyone else to assume their liability in connection with the sale of the woodfire or any other parts or accessories thereof.

h) Any claim under this warranty should be submitted first to the retailer from whom the appliance was purchased. In cases where the retailer cannot be located, the fully completed warranty claim form should be mailed to Pyro Fires Ltd, at the address shown herein.

i) Notwithstanding the warranty and undertakings above, Pyro Fires Ltd shall not be liable in any way whatsoever for consequential loss of any kind.

j) It is recommended, but not a requirement of this warranty, that a full service/inspection of the Pyro wood fire be carried out at the end of each winter season with note of the following points:

- The Pyro wood fire must be installed, operated, and maintained strictly in accordance with the building code and the installation and operation manual.
- The Pyro wood fire must be installed and used in a domestic application.
- This warranty covers appliance like-for-like replacement or repair at the manufacturer's discretion but excludes freight, travel, installation, labor, and/or any other associated costs.
- Pyro Fires Ltd or their agents are not liable for any loss or expense direct or indirect arising from the failure of any part or operation of the appliance.
- Operation of this appliance in violation of the warnings in the operation and installation manual will void this warranty.



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- Your Pyro wood fire must be regularly maintained, and we recommend it is also serviced annually. Proof of servicing may be required. If a wood fire is not regularly maintained and serviced, the life span will be reduced. If your Pyro wood fire has been neglected by not being regularly maintained and serviced, warranty may be declined.
- It is critical that the fire is not operated with badly worn, faulty, or missing door seals. Door seals will harden over time and become compressed (3-4 years). This will cause air to leak into the fire, causing the appliance to 'over fire' and burn fuel at an accelerated rate.
- It is critical that the fire is not operated with cracked or broken door glass.

Warranty Exclusions:

This manufacturer's warranty does not cover:

- Service calls which are not related to any defect in the product (i.e., operational, installation, or fuel issues). The cost of a service call will be charged at industry standard rate if the problem is not found to be a product fault.
- Defects caused by factors other than normal domestic use or use in accordance with the product's operation manual.
- Any defect deemed to be purely cosmetic and has no operational effect on the appliance.
- Defects to the product caused by accident, neglect, misuse, or act of God.
- The cost of repairs carried out by non-authorized repairers or the cost of correcting such unauthorized repairs.
- Required maintenance as set out in the operator's manual.

WARRANTY CLAIM FORM

PROPERTY OWNER INFORMATION

Name:

Address:

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Telephone:

Cell Phone:

Email Address:

INSTALLATION COMPANY

Name:

Address:

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Telephone:

Cell Phone:

Email Address:

PRODUCT INVOLVED IN CLAIM

- Pyro Classic Pyro Mini Parts

PROOF OF PURCHASE IS REQUIRED

- Please provide copy of paid receipt

FIRE SERIAL NUMBER:

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PYRO FIRES AGENT DETAILS (if applicable)

Name:

Address:

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Telephone:

Salesman

PHOTOGRAPHS

Photographs are required for all warranty claims to help determine the environment and product defect. Please supply photographs from a variety of angles and close ups of the affected areas and product. Please number and explain view with each photograph. **Number of photographs supplied:**

Please give a detailed description of the problem

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OFFICE USE ONLY	Claim Number:
Quality Testing Required?	
Colour?	
Impact?	
Damage?	