



FIREPLACES & STOVES



Pacific Energy Limited Lifetime Warranty Wood Products

Pacific Energy extends the following warranty coverage to the original registered purchaser of the product:

Limited Lifetime Coverage (10 years)

Limited lifetime coverage is extended to the following components (parts only) porcelain finish, glass (glass for thermal breakage only, not impact), plating, firebox and baffle.

3 Year Comprehensive

Pacific Energy will replace or repair any part found to be defective (parts and labor) for three years from the date of purchase.

This coverage includes electrical components (blowers, speed controls and thermal switches).

Conditions

Your stove has been designed to perform in the harshest climates in North America. You can be confident that under normal use your stove will be trouble free for many years. If your stove is prematurely deteriorating this is a significant indicator of improper usage, for example; excessive draft, heating to large an area, contaminated fuel - such as high sodium content or plastics and chemicals. Please be aware, these conditions may be reasons to void your warranty.

For wood products - All installations must be installed according to all applicable local and national codes. It is the responsibility of the installer to ensure the unit is operating correctly at installation.

Any part that shows in our judgment evidence of defect shall be repaired, replaced or refunded at Pacific Energy's option. The defective part may be required to be returned to Pacific Energy or an accredited agent, transportation prepaid.

Porcelain is warranted for gloss retention. Certain colors may darken when heated and return to the original shade when cool.

Glass is warranted against thermal breakage.

Plating is warranted against tarnishing. Gold plating may attain a deeper color with use.

Exclusions

- Limited Lifetime coverage - Lifetime coverage is limited to the repair, replacement or refund of the indicated parts only. Labor charges are not covered under the lifetime warranty.
- The following items are not included in the Lifetime Warranty: firebox rails and heat shields.
- The following parts are not warranted: firebrick, gaskets and ceramic fiber blankets.
- This warranty does not apply to any part that shows evidence of misuse, abuse, improper installation, accident, lack of maintenance, or modification.
- Pacific Energy shall in no event be liable for any special, indirect or consequential damages of any nature whatsoever which are in excess of the original purchase price of the product.
- Pacific Energy is not responsible for installation, operational or environmental conditions beyond our control.
(The company may, at its discretion, discharge all obligations by refunding the wholesale price of the defective part.)