

SBI HEATING ACCESSORIES

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), when making any warranty claim to your dealer.

This warranty applies to normal residential use only. This warranty is void if the unit is not operated according to the owner's manual. Damages caused by misuse, abuse, improper installation, lack of maintenance, negligence or accident during transportation, power failures, are not covered by this warranty.

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 voids 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 service call 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 covered by this warranty are limited according to the table below. This warranty does not cover any labor costs.

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.

DESCRIPTION	WARRANTY APPLICATION	
	PARTS	LABOUR
General warranty on all items if not specified below	1 year	N/A
Steel parts: floor protections, wall protections, fireplace accessories, grates, air diffusers, single wall pipes.	3 years	N/A
Black, silver or gold-plated steel handles	3 years	N/A
Wooden handles	1 year	N/A
Electrical or electronic parts such as: blowers, thermal sensors, switches, thermostats, moisture meters, draft collars.	1 year	N/A
Adhesives, insulation, ceramic wool, gaskets, flexible pipes, vermiculite and C-Cast.	90 days	N/A
Brushes, adapters and chimney sweep rods	90 days	N/A
Consumables: refractory bricks, spray paint, silicone tubes, sealer tubes, cement tubes, glue, chemicals and cleaning products, fire starters, filters, gloves, screws, flickering embers.	N/A	N/A

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

- Your name, address and telephone number;
- Nature of the defect and any relevant information.
- Bill of sale and dealer's name;

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