



Wiking Cast Iron fireplaces

Warranty

When purchased new from either Home Fires directly, or an Authorized Home Fires Retailer your new fireplace/ stove includes an Extended 2-year limited warranty on the main body of the stove and 1 year on any electrical component, if present.

As the user you have an important part to play in making sure that you get the most enjoyment from your fireplace/stove. We therefore advise you:

- Download and read the manual and maintenance instructions carefully
- To have your fireplace/stove installed (or at least checked) by an approved installer. The approved professional will check whether the flue meets the requirements of your fireplace/stove.

We reserve the right to either repair or replace any fireplaces or components at our discretion. We will not be held accountable for any loss or damaged of any kind suffered due to the incorrect installation or operating of this fireplace. Incorrect maintenance can also cause damage, which will not be covered by the warranty.

This warranty is not transferable and applies to all residents within South Africa, Botswana and Namibia. Other countries will be considered on discretion by us.

Your extended warranty needs to be registered within 30 days of purchase and will be effective from date of purchase.

Failure to register on time will reduce warranty period to 12 months.

If you do not register in time, or have not purchased through an Authorized Retailer don't worry - our stoves are built to last and you are unlikely to have any issues. In the unlikely event you do encounter any problems, we will still be here to help.

The Warranty is valid for the first owner at the first installed location only (not transferable).

To qualify, the appliance must be installed to the relevant Building Regulations standards by a suitably trained competent person (Professional fireplace installer).

Original Certificate of installation and the commissioning report needs to be kept for reference in the event of warranty claim.

Original Proof of Purchase (receipt or invoice) must be kept for reference and proof.

Any use of the appliance contrary to any instructions in this manual will invalidate the warranty.

The 2-year Extended Warranty guarantees the main stove body be free of manufacturing defects for this period.

Excluded from any warranty are:

- Paint finish discoloration can occur normally and is not considered a fault. Paint which has failed to cure properly due to initial over or under firing is excluded from warranty.
- Consumable items including but not limited to internal firebricks, glass, baffle plates, grates, handles, log retaining bars, paint and surface finishes, door and glass rope seals.
- Damage caused by incorrect use, incorrect/ non-recommended fuel, over-firing or poor maintenance will not be covered and will invalidate the warranty.
- Damage caused by unauthorized modifications or repair.
- Faults or defects caused by local specific conditions such as draught problems or chimney defects.
- Damage caused by corrosion due to the appliance being stored in unheated damp environments or by excessive moisture ingress via flue system.
- Damage caused by fuel that was used, that was too wet. (max. 20% moisture)
- Damage caused by external causes. (lightning, fire, being dropped, floods, overheating, etc.)

Warranty claims are limited to the repair or supply of replacement parts or entire appliance where necessary (to be determined by Home Fires), and fitment of the replaced or repaired part if required, at the Home Fires factory. This is not an 'onsite' warranty and any installation or removal costs or incidental costs will neither be covered nor accepted. The customer is responsible for returning the damaged part to our factory when requested to do so.

In the event of a successful warranty claim Home Fires reserve the right to either replace, repair or refund the purchase price of the goods in question.

Replaced or repaired parts are covered for the remainder of the Warranty period.

Should you encounter any problems with your system and if there is any doubt as to the cause of the issue, first contact your installer. If the appliance is suspected to be at fault, contact your Home Fires Retailer from whom you purchased the appliance - They will be able to help you quickly or contact us at Home Fires on your behalf. You will need to provide a copy of your original sales receipt, installation certificate/or Building Control Certificate, and Service Record.

To register the extended warranty, please send an email to customercare@homefires.co.za. Please include your name, address of installation, model, and date of installation, Installers details, retailer details (where you purchased the stove and the date of purchase). We will confirm your registration by email, so if posting your registration, please ensure to include your email address.

For any general queries regarding the conditions of this guarantee, please contact us