

CALORE 12-YEAR WARRANTY

SELECTED CALORE WOOD BURNING FIREPLACES

Thank you for selecting a Calore wood-burning fireplace. Engineered for performance and durability, it will deliver reliable warmth and long-term enjoyment when properly installed and used.

Calore Fireplaces offers a 12-year warranty on a selected range of closed-combustion wood-burning fireplaces (as per the models specified in this document) supplied through its authorized dealers. The 12-year warranty applies only to the specific models listed below and is subject to the conditions outlined in this warranty document:

Bolton, Brighton, Cambridge, Canterbury, Chester, Coventry, Devon, Luton, Newport, Norwich, Oban, Portland, York, Zara.

WARRANTY COVERAGE

Calore warrants that your fireplace will be free from defects in materials and workmanship for a period of 12 years from the original date of purchase (invoice date), provided the fireplace is used for its intended purpose and all terms and conditions set out below are complied with. Proof of purchase (dealer invoice) is required for any warranty claim.

This warranty only applies to the original purchaser and installation address listed on the dealer invoice or any other subsequent owner of the installation at that address.

CONDITIONS FOR WARRANTY VALIDITY

To maintain full warranty coverage, the following conditions must be met:

Installation Requirements

- Installation must comply with European Standards (EN NORMS).
- Installation must be carried out by a Calore-approved installer and signed off by an authorized dealer.

Service & Maintenance

- An annual service and chimney inspection are required, conducted by Calore-approved servicetechnician in line with Calore user guidelines.
- Servicing must be arranged through the dealer who supplied the unit.
- Proof of servicing may be required when assessing any claim.

Operation Requirements

- Only dry, seasoned wood ($\leq 18\%$ moisture content) may be used.
- No unauthorized modifications or repairs may be undertaken.

Registration

- The fireplace must be registered on the Calore CRMS system within 30 days of installation.

- Calore reserves the right to repair or replace any defective component at its discretion. Labour, transport, and any damage to surrounding finishes or materials are not covered.

Need help? 



EXCLUSIONS (CONSUMABLES & WEAR ITEMS)

The following items are considered consumable or subject to normal wear and are not covered under this warranty:

- Internal components (grates, deflector plates, internal panels)
- Glass
- Rope seals
- Ceramic/Vermiculite panels
- Ash pans
- Paint discoloration or surface rust
- General wear and tear
- Electromechanical components (covered for 2 years only)

WARRANTY LIMITATIONS (VOIDING CONDITIONS)

This warranty will not apply in the following cases:

- Incorrect or non-compliant installation and servicing
- Use of unsuitable fuels (including wet wood, treated wood, coal, or anthracite)
- Over-firing beyond recommended limits
- Failure to follow Calore user guidelines
- Corrosion caused by environmental conditions (including coastal salt air or high humidity)
- Misuse, neglect, or inadequate maintenance

WARRANTY CLAIMS PROCESS

To submit a claim:

- Contact the original dealer
- Provide proof of purchase
- Submit clear photographs of the issue, the fireplace, and the full flue installation
- Report on the issue within 14 days of becoming aware of the defect
- The dealer must submit the claim via the Calore CRMS system

For optimal performance and longevity, please refer to the Calore User Guidelines. These guidelines include recommended fuel loads and best practices to achieve rated heat output while preventing over-firing.

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 www.calore.co.za

 [+27 0860 225 673](tel:+270860225673)

 Distribution centres

Paarden Eiland, Cape Town
Fourways, Johannesburg

DEALER NETWORK

We have dealers across South Africa, Namibia and Lesotho. You can find your nearest dealer by visiting our [dealer store directory](#).

NEWS & INFORMATION

SCANDINAVIAN DESIGN

CAST-IRON FIREPLACES NOW LAUNCHED

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