

Living Flame Expressed Guarantee

December 2012

Inbuilt Fireplace bodies are constructed for a minimum working life of 15 years when installed in compliance with AS/NZS5601, C1 Outbreak of Fire & manufacturer's installation, operating and maintenance instructions.

Fire Sure Lifetime Body Guarantee

This is a Fire Sure Lifetime Replacement Guarantee that covers the fireplace body manufactured by Living Flame Fires and only covers the replacement of the fire body where an irreparable defect, due to material or manufacturing failure, occurs within the lifetime of the fire. The Fire Sure Lifetime Body Guarantee does not cover faults caused by incorrect installation, incorrect commissioning or misuse, and the fire should be installed and maintained in compliance with the guarantee and all conditions of the guarantee fulfilled.

Fire Sure Lifetime Burner Assembly Guarantee

This is a Fire Sure Lifetime Replacement Guarantee that covers the fire burner tray manufactured by Living Flame Fires and only covers the replacement of the fire burner tray where an irreparable defect, due to material or manufacturing failure, occurs within the lifetime of the fire. The Fire Sure Lifetime Assembly Guarantee does not cover faults caused by incorrect installation, incorrect commissioning or misuse, and the fire should be installed and maintained in compliance with the guarantee and all conditions of the guarantee fulfilled.

One Year Control Assembly Cover

This is a One Year Replacement Guarantee that covers the control parts used in the manufacturing of a Living Flame Fire. The manufacturer only covers the replacement of a control part where an irreparable defect, due to material or manufacturing failure, occurs within the first year from date of supply by Living Flame.

One Year Labour Cover

This is a One Year Guarantee covering the normal labour charges required to replace components of a Living Flame Fire should a part fail in its first year of service. The One Year Guarantee does not cover faults caused by incorrect installation or commissioning. The refund of associated labour charges are based on our schedule of costs listing services of parts to be charged for, time allotted and costs allowed including travel, when carried out by an approved Living Flame serviceperson. Travel is only covered within a 25km radius from Living Flame Ltd. The fire has to have been installed and maintained in compliance with the guarantee and all conditions of the guarantee must have been fulfilled.

Three Month Paint Cover

This is a Three Month Guarantee covering the painted surface of the firebox. It is a warranty against paint peeling and flaking off during normal use of the fire. It excludes discolouration as this is a normal property of the painted surface when heated by the flames. It also excludes any scratching of the painted surface that may occur at the time of installation. It is the responsibility of the installer to touch up any paint surfaces if necessary as it is part of a normal installation service. This does not affect the running of the fire but is aesthetically pleasing to have done. Please check with your annual service provider.

Exclusion from Guarantee

This Fireplace Replacement Guarantee excludes any costs associated with the removal or replacement on site of the fireplace at the owners request, required for finishing work or refurbishment work to the fireplace, surround, chimney, flue or gas line testing or re-certification. This guarantee is only valid when the fire has been installed in New Zealand.

Living Flame Expressed Guarantee contd.

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Installation

Living Flame Fireplaces must be installed to comply with:

- New Zealand Standards and Building Codes where relevant;
- Australia/New Zealand Standards 5601 Installation Gas Code;
- Living Flame Installation Instructions;
- Living Flame Operating Instructions;
- Living Flame Maintenance Instructions.

Living Flame Fireplaces must be installed free from dampness and free from corrosive elements.

Living Flame Fireplaces must be installed with an unrestricted flue or chimney and with a Living Flame designed cowl.

Living Flame Fireplaces must be installed by a suitably qualified person and a certificate of compliance must be given by a Registered Certifying Craftsman Gasfitter under the New Zealand Gas Act.

Guarantee and Warranty Validity

Guarantee claims will only be considered when completed by a Living Flame approved serviceperson in accordance with Living Flame procedures.

Operating

Living Flame Fireplaces must be operated in accordance with Living Flame Operating Instructions.

Living Flame Fireplaces should be used only for the burning of gas fuels: Natural Gas, Liquid Petroleum Gas or Propane Gas. The type of gas to be used should be specified at the time of ordering the unit.

Living Flame Fireplaces must only be operated with a Living Flame Gas Insert Fire that has been commissioned to Living Flame's Commissioning Instructions.

Maintenance

Living Flame Fireplaces must be maintained, cleaned and re-commissioned annually as should all gas appliances.

Domestic Users

Living Flame Fireplaces should be inspected, cleaned, serviced and re-commissioned at least once yearly throughout the lifetime of the fire to maintain the guarantee.

Commercial Users

Living Flame Fireplaces should be inspected, cleaned, serviced and re-commissioned at least twice yearly throughout the lifetime of the fire to maintain the guarantee

This Guarantee should be kept in a Safe Place Along with the operating Instructions.