



Pierce Stoves 5 Year warranty

5 YEAR WARRANTY

Congratulations on the purchase of your new Pierce Stove, from the date of purchase your new stove is covered for up to five years by the Pierce Stove warranty. All warranty claims must be submitted on Pierce Stoves "Warranty Claims Form" which can be obtained by email at warranty@piercestoves.ie.

1 YEAR WARRANTY

The following parts are covered under the standard 1 year warranty

- Refractory materials.
- Ceramic glass is covered for thermal breakage only (supply only).
- Grates and fire bars.

LIMITS OF LIABILITY

The Pierce Stove warranty does not cover special, incidental or consequential damages, injury to persons or property, or any other consequential loss. Only issues caused by defects in materials or workmanship are covered provided the stove has been installed by a qualified competent person in accordance to the installation manual's instruction and also in accordance with the latest building regulations. The warranty does not cover any problem caused by (a) wear and tear, modification, alteration, or servicing by anyone other than a qualified service engineer, (b) negligence, misuse, abuse or circumstances beyond Pierce Stoves control. Additionally the warranty does not cover installation and operational related problems such as draught related issues external to the stove, inadequate venting or ventilation, excessive offsets, negative air pressure caused by insufficient burning of improper fuel.

- The Warranty does not cover damage caused to the stove while in transit. If this occurs, do not operate the stove and contact your courier and/or dealer.
- The warranty does not cover enamel discolouration/damage due to over firing, enamel damage caused by impact, damage to baffles caused by over firing and fading of surface finish.
- It is at Pierce stoves discretion whether to repair or replace the product. All shipping costs are to be paid by the consumer.
- The warranty is given only to the original consumer/purchaser. If the consumer/purchaser sells the stove or gives it away the warranty ends.
- The warranty must be registered within three months of the original purchase date. - register warranty with serial number at warranty@piercestoves.ie

NOTE: Chimney/flue components: any damage cause by chimney maintenance & cleaning negligence will not be the responsibility of Pierce stoves. We recommend use of a certified chimney sweep or similar to clean your chimney.

PLEASE NOTE PIERCE STOVES WILL NOT COVER ANY WARRANTY CLAIMS RELATING TO OVERFIRING OF A STOVE



PIERCE STOVES SERVICE DEPARTMENT

WEB: WWW.PIERCESTOVES.IE

EMAIL: WARRANTY@PIERCESTOVES.IE