

# VALCOURT LIMITED LIFETIME WARRANTY

The warranty of the manufacturer extends only to the original consumer purchaser and is not transferable. This warranty covers brand new products only, which have not been altered, modified nor repaired since shipment from factory. Proof of purchase (dated bill of sale), model name and serial number must be supplied when making any warranty claim to your VALCOURT dealer.

**This warranty applies to normal residential use only. This warranty is void if the unit is used to burn material other than cordwood (for which the unit is not certified by EPA) and void if not operated according to the owner's manual. Damages caused by misuse, abuse, improper installation, lack of maintenance, over firing, negligence or accident during transportation, power failures, downdrafts, or venting problems 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 parts or others than original parts void 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. If a product is found to be defective, the manufacturer will repair or replace such defect. Transportation fees to ship the product back to the purchaser will be paid by the manufacturer. Repair work covered by the warranty, executed at the purchaser's domicile by an authorized qualified technician requires the prior approval of the manufacturer. Labour cost and repair work to the account of the manufacturer are based on predetermined rate schedule and must not exceed the wholesale price of the replacement part. All parts and labour costs covered by this warranty are limited according to the table below.

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 special, indirect, consequential damages of any nature, which are in excess of the original purchase price of the product. **A one-time replacement limit applies to all parts benefiting from a lifetime coverage.** This warranty applies to products purchased after May 1<sup>st</sup>, 2021.

DESCRIPTION	WARRANTY APPLICATION	
	PARTS	LABOUR
Combustion chamber (welds only), castings, convector air-mate and ceramic glass*	Lifetime**	4 years
Plating* (defective manufacture) - subject to limitations above	Lifetime**	n/a
Stainless steel firebox components, surrounds and heat shields, trims (aluminum extrusions), vermiculite, C-Cast or equivalent baffle*, and secondary air tubes*	5 years**	3 years
Carbon steel firebox components, glass retainers, and handle assembly	3 years	2 years
Grate, blowers, heat sensors, switches, rheostat, wiring, and other controls	2 years	1 year
Paint (peeling), gaskets, insulation, refractory bricks**, and ceramic fibre blankets	1 year	n/a
All parts replaced under the warranty	90 days	n/a

\*Pictures required      \*\*Limited to one replacement

Shall your unit or a components be defective, contact immediately your **VALCOURT** dealer. Prior to your call make sure you have the following information necessary to your warranty claim treatment:

- Your name, address and telephone number
- Bill of sale and dealer's name
- Nature of the defect and any relevant information
- Serial number and model name as indicated on the nameplate fixed to the back of your unit

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