



FIREPLACES & STOVES

Pacific Energy Industry Leading Limited Lifetime Warranty Wood Products

Pacific Energy extends the following warranty coverage to the original registered purchaser of the product:

LTD Lifetime Coverage (10 years)

Limited lifetime coverage is extended to the following components (parts only) porcelain finish, glass (glass for thermal breakage only, not impact), plating, firebox and baffle.

3 Year Comprehensive

Pacific Energy will replace or repair any part found to be defective (parts and labor) for three years from the date of purchase.

This coverage includes electrical components (fans, speed controls and thermal switches).

Conditions:

For wood products - All installations must be installed according to all applicable local and national codes. It is the responsibility of the installer to ensure the unit is operating correctly at installation.

Any part that shows in our judgment evidence of defect shall be repaired, replaced or refunded at Pacific Energy's option. The defective part may be required to be returned to Pacific Energy or an accredited agent, transportation prepaid.

Porcelain is warranted for gloss retention. Certain colors may darken when heated and return to the original shade when cool.

Glass is warranted against thermal breakage.

Plating is warranted against tarnishing. Gold plating may attain a deeper color with use.

Exclusions

Our extensive field data ensures you that under normal use your stove should last trouble free for many years. If your stove is prematurely deteriorating this is a significant indicator of improper usage (excessive draft, trying to heat to large an area) or contaminated fuel, such as hi sodium content or plastics and chemicals. Please be informed these may be reasons to void your warranty.

Lifetime limited coverage - Lifetime coverage is limited to the repair, replacement or refund of the indicated parts only. Labor charges are not covered under the lifetime warranty.

The following items are not included in the Lifetime Warranty: firebox rails and heat shields.

The following parts are not warranted: firebrick, gaskets and ceramic fiber blankets.

This warranty does not apply to any part that shows evidence of misuse, abuse, improper installation, accident or lack of maintenance.

Pacific Energy shall in no event be liable for any special, indirect or consequential damages of any nature whatsoever which are in excess of the original purchase price of the product.

Pacific Energy is not responsible for installation, operational or environmental conditions beyond our control.
(The company may, at its discretion, discharge all obligations by refunding the wholesale price of the defective part.)



Pacific Energy Industry Leading Limited Lifetime Warranty Gas Products

Pacific Energy offers a limited lifetime warranty to the original consumer of the product.

Limited Lifetime

Pacific Energy warrants for (10) years. 3 years parts and labor and remaining 7 years parts only) the following components. Firebox, heat exchanger, glass (thermal breakage only not impact), porcelain (for gloss retention).

2 year comprehensive

Pacific Energy will repair or replace any part found to be defective (parts and labor) for 2 years from date of purchase, including Blowers, valves, burners, electrical switches, remote controls and wiring.

Conditions

All installations must be performed by a qualified technician in accordance with applicable local and national requirements. Installations must be done in accordance with the appliance manual.

Direction change sediment traps must be installed within 6 feet of the gas control valve.

It is the responsibility of the installer to ensure the appliance is firing as per the rating plate.

Any part that is found in our judgment to be defective shall be repaired, replaced or refunded at Pacific Energy's option.

Porcelain is warranted for gloss retention. Some colors may darken over time.

The appliance must be maintained according to the manual.

Exclusions

This warranty does not apply to any part that shows evidence of misuse, abuse, improper installation, accident, lack of maintenance, or modification.

Pacific Energy is not responsible for mantles, surrounds or finishing material around the fireplace.

Pacific Energy is not responsible for installation, operational or environmental conditions beyond our control.

Pacific Energy shall in no event be liable for any special, indirect or consequential damages of any nature whatsoever which are in excess of the original purchase price of the product.

Pacific Energy may at its discretion discharge all obligations by refunding the wholesale price of the defective part.

This warranty may not be extended or modified by our agents or representatives.