

## **LIMITED WARRANTY**



Crownplace Brands, Ltd. (hereinafter “the Company”) is pleased to extend a lifetime limited warranty to the Original Purchaser of a new Efel wood burning stove appliance (“Product”) imported and sold by the Company after August 31, 2011. Lifetime limited warranty is extended only to the Original Purchaser of the Product and is not transferable to any third party, including, but not limited to, any subsequent purchaser or owner of the Product. This warranty is further subject to the terms, exclusions, and limitations as set forth below.

### **Limited Lifetime Warranty**

Provides coverage against defects in material and workmanship for the following items:

- Cast iron outer bodies, legs and door frames – protects against cracking and breakage from thermal stress and against burn through.

Please note that the Limited Lifetime Warranty as set forth above is only applicable as long as the Company has the right to distribute the Product from the manufacturer. If the Company at any point in the future does not have the right to distribute such Product, then the Limited Lifetime Warranty shall be converted into a Limited 5 Year Warranty on the components listed above with coverage on said parts only extending to the fifth year anniversary from the Original Purchaser’s date of purchase of the Product.

### **Limited 5 Year Warranty**

- Steel inner bodies – protects against cracking, broken welds
- Primary and secondary air supply systems – protects against cracking and breakage from thermal stress and against burn-through

### **Limited 1 Year Warranty**

- Glass – protects against breakage from thermal shock.
- Firebrick, baffle systems, firebox liners, grates – protects against cracking, breakage or warping from thermal stress.
- Enamel Finish – protects against peeling or fading, excluding chipping, mechanical abrasion, exposure to salt air and/or high humidity or crazing.
- Stove cement – against deterioration that allows air leakage.
- Gaskets – against failure to adhere.



- Accessories and electrical components (such as motors, switches, remote controls, thermostats)  
– against defects in manufacturing

## Terms and Conditions

Any component or part not expressly listed herein as being covered under either the Limited Lifetime Warranty, the Limited 5 Year Warranty, or the Limited 1 Year Warranty is explicitly excluded from any coverage under the terms of this Limited Warranty.

If a covered item is found by the Company to be defective within the applicable Limited Warranty period, the Company will pay for repair or replacement (at its option) of the part upon return of the part with postage prepaid to the Company or an authorized dealer. The Company is not liable for freight or labor on any Product replaced in the field.

Any part repaired or replaced during the Limited Warranty period will be warranted under the terms of the Limited Warranty for a period not to exceed the remaining term of the original Limited Warranty or ninety (90) days, whichever is longer.

The costs of labor for any repair or replacement of an item warranted under this Limited Warranty shall be borne by the Company for a period of twelve (12) months from the date of purchase of the Product by the Original Purchaser. Following the expiration of this twelve-month period, the costs of labor are expressly excluded from coverage under the terms of this Limited Warranty and shall be the sole responsibility of the Original Purchaser.

All obligations of the Company under this document commence on the date the Original Purchaser purchases the Product (the "Purchase Date"). Five year coverage expires on the fifth (5th) anniversary of the Purchase Date. One year coverage expires on the first (1st) anniversary of the Purchase Date.

When the Original Purchaser requests a replacement part before submitting the claimed defective part for inspection, it is the general practice of the Company to charge for the replacement part and issue credit once the replaced component has been returned to the Company and thereafter evaluated for a manufacturing defect.

If the original Product purchase was made through a dealer, then the dealer is responsible for all in-field service work carried out.

Under no circumstances shall the Company ever be liable for results or costs of workmanship from unauthorized service persons or dealers.

At all times, the Company reserves the right to inspect any Product in the field which is claimed to be defective.

## Exclusions and Limitations

This Limited Warranty does not cover the following:

1. Damage resulting from installation or operation of the Product in a manner contrary to the



owner's manual installation and operating instructions.

2. Products that were not installed or serviced by a qualified installer, preferably NFI or WETT (Canada) certified, as prescribed by the local jurisdiction.
3. Products that have undergone alteration, willful abuse, accident, or misuse. "Misuse" includes, but is not limited to, the installation of the Product in high humidity or salt air environments, the use of corrosive driftwood or wood treated with corrosive chemicals, over-firing, burning with the ash door open, and burning for more than twenty (20) minutes continuous use with the air control in the start-up mode. "Over-firing" has occurred when any part of the Product glows red. Over-firing can also be identified after the fact by warped plates, rust-colored cast iron, paint pigment that has turned dusty white, or bubbling, cracking, or discoloration of the porcelain enamel finish. "High humidity" and "salt air" conditions can cause rusting of the cast iron beneath the porcelain enamel finish, which will cause the porcelain enamel finish to flake off.
4. Downdrafts or smoke spillage, which is almost always caused by environmental conditions (including, but not limited to, nearby trees, buildings, hilltops, mountains, inadequate venting or ventilation, excessive bends in chimney vent system, and negative air pressures caused by mechanical systems such as furnaces, fans, clothes dryers, etc.).
5. Product updates or any obligation to enhance or modify any unit once manufactured (*i.e.*, as products evolve, field modifications or upgrades will not be performed).
6. Travel costs for service work or the cost of labor beyond the job scale as predetermined by the Company.
7. Freight damage to the Product and replacement of parts damaged during delivery and installation. For freight damage, a claim may be filed against the freight carrier.
8. Damage from acts of God or acts of terrorism which cause malfunction of the Product.
9. Damages (consequential or otherwise) that resulted from performance problems related to or caused by operator error.
10. Damage that occurs if products made or provided by other manufacturers are used in conjunction with the operation of the Product.
11. Repairs required on parts not covered by this Limited Warranty or repairs needed after the relevant warranty period has expired.

THIS WRITTEN LIMITED WARRANTY IS THE ONLY WARRANTY MADE BY THE COMPANY. REPAIR, REPLACEMENT, OR OTHER APPROPRIATE ADJUSTMENT AS PROVIDED UNDER THIS LIMITED WARRANTY SHALL BE THE EXCLUSIVE REMEDY AVAILABLE TO THE ORIGINAL PURCHASER. UNDER NO CIRCUMSTANCES SHALL the Company BE RESPONSIBLE FOR LOSS OF THE PRODUCT OR FOR OTHER INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR EXPENSES INCURRED BY THE ORIGINAL PURCHASER, OR COSTS OF REPAIRS BY OTHERS, OR FOR ANY OTHER EXPENSE NOT



SPECIFICALLY STATED ABOVE. IN NO EVENT WILL THE COMPANY RESPONSIBILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTIES, INCLUDING THAT OF MERCHANTABILITY OR FITNESS FOR USE OR FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION AND EXCLUSION MAY NOT APPLY TO YOU.

## How to obtain service

If you believe your Efel wood burning appliance is defective, you should contact the nearest dealer authorized by the Company as an Efel reseller or contact the Company, with the following information:

1. Customer name and address
2. Proof of purchase
3. Serial number and model number or model description
4. Problem description and part or parts requested
5. Any relevant information and circumstances (*e.g.*, mode of operation when defect was noted).

Without this information, the Limited Warranty will be invalid.

IN ORDER TO QUALIFY FOR WARRANTY COVERAGE, the Company MUST RECEIVE NOTICE OF A POSSIBLE DEFECT WITHIN SIXTY (60) DAYS OF THE DATE THE DEFECT IS FIRST DISCOVERED OR REASONABLY COULD HAVE BEEN DISCOVERED OR WITHIN SIXTY (60) DAYS OF EXPIRATION OF COVERAGE. A warranty claim will then start in process.

## WARRANTY REGISTRATION

We encourage the Original Purchaser to send a completed and signed Warranty Registration Form, which is enclosed in the Product warranty packet, to the following address:

the Company, 289 North Kurzen Road, Dalton, Ohio 44618.

**NOTE: SENDING IN THE SIGNED LIMITED WARRANTY REGISTRATION FORM IS NOT A CONDITION OF WARRANTY COVERAGE.** However, if you send in your warranty card, we are better able to contact you if there are recalls or Product updates.

