



STOVES & FIREPLACES

J. A. ROBY LIMITED LIFE WARRANTY – WOOD BURNING STOVES & FIREPLACES

J. A. ROBY’s warranty only applies to original buyer and is non-transferable. This warranty covers brand new products only, which have not been altered, modified nor repaired since shipment from factory. The products covered by this warranty must be manufactured after review date indicated at the bottom of page. Proof of purchase (dated bill of sale), model name and serial number must be supplied when making any warranty claim to your J. A. ROBY dealer. Registered your warranty is not required.

The appliance must be installed by an authorized service technician or contractor. Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes. Any service call related to an improper installation is not covered by this warranty. This warranty applies to normal residential use only. This limited warranty does not cover damages caused by misuse, improper installation, lack of maintenance, accident during transportation, alterations, power failure, venting problems, downdrafts, abuse, over firing or neglect. Operating the appliance on high for extended periods of time is neglect. Any defect or damage caused by the use of unauthorized parts or others than original parts void this warranty.

This limited warranty does not cover any scratch, corrosion, warping or discoloration. The manufacturer may require that defective products be returned and/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. The transportation fees to ship back the product to the purchaser will be paid by the manufacturer². The external labour fees related to warranty repair are not covered. The manufacturer may at its discretion, 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 to the original warranted purchaser the wholesale price of any warranted but defective part (s). The manufacturer shall not in no event be liable for any special, indirect or consequential damages of any nature whatsoever which exceeds the original purchase price of the product. All parts replaced under this limited life warranty are subject to a single claim.

Any damage to the appliance, combustion chamber, heat exchanger, enameled cast iron cooking plate or other components due to water, weather damage, long periods of dampness, condensation, damaging chemical or cleaner will not be the responsibility of J. A. ROBY. Failure of any components which is attributed to poor maintenance, is not warrantable and will not be covered by this policy. J.A. ROBY neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this product.

The manufacture of your new appliance and the following materials are warranted against defects as mentioned below:

WARRANTY DESCRIPTION	100%	50% current retail price
Ashtray, handles, doors and cast iron legs	Life	
Combustion chamber	5 years	From 5 years to life
Secondary air tubes	5 years	
Heat exchanger	2 years	From 2 years to life
Switches, thermodisc, wiring and electrical components, standard blowers and rheostat	2 years	
Tempered glass, optional blower and gasketing	1 year	
Ceramic glass (thermal breakage only ¹)	1 year	
Replacement parts (with proof of purchase)	90 days	

Due to on-going product improvements, all specifications and design are subject to change without prior notice.

Before shipping your unit or defective component to our plant, you must obtain from J. A. ROBY dealer an authorization number. Any merchandise shipped to our plant without authorization will be refused automatically and returned to sender.

1= Digital pictures required

2= Shipping cost are not covered outside CANADA