

# Warranty



## WoodMaster Limited Lifetime Warranty 3300/4400/5500/6500

**NORTHWEST MANUFACTURING, INC.**  
600 Polk Ave. SW – Red Lake Falls, MN 56750  
Toll free (800) 932-3629 or (218) 253-4328

### **Limited Lifetime Warranty on Fire Drum and Water Jacket**

Northwest Manufacturing, Inc. of Red Lake Falls, MN 56750 warrants material and labor on any defects in workmanship on the Fire drum and Water Jacket for a period of ten years from the purchase date to the original owner only. If there is a leak in your properly delivered and installed WoodMaster furnace in the first year, WoodMaster will replace the furnace at no cost to the original owner. (A leak means; a leak in the firebox or water jacket.) Northwest Manufacturing, Inc. will not be responsible for environmental conditions we cannot control. Therefore, Northwest Manufacturing, Inc. will only pay these percentages of costs of warranty work per year, years two (2) through five (5) – 100% of warranty work, the sixth (6) year – 70% of warranty work, the seventh (7) year – 60% of warranty work, the eight (8) year – 40% of warranty work, the ninth (9) year – 20% of warranty work, the tenth (10) year – 10% of warranty work. Years eleven through twenty (11-20) WoodMaster will give you a 10% discount on the purchase of a new WoodMaster furnace. (furnace only) Years twenty-one (21) and beyond WoodMaster will give you a 5% discount on the purchase of a new WoodMaster furnace. (furnace only)

**WARNING:** Northwest Manufacturing, Inc. **will not** warranty the inside of fire drum due to ash corrosion. Rotation of ashes must be taken care of as displayed on the maintenance list, located on the side of the furnace. The fire drum must be completely cleaned of all ashes and creosote a minimum of two (2) times per year, preferably half way through the heating season and immediately after the heating season. The chimney must be covered when the furnace is not in use. If antifreeze is not being used the water jacket must be drained and flushed yearly after each heating season. After the furnace has been drained, immediately refill completely and treat with new boiler treatment.

### **Two Year Warranty – Parts and Labor**

Northwest Manufacturing, Inc. warrants to the original owner only, any electrical components in the furnace that is defective during normal usage for a period of two (2) years from the date of purchase.

Northwest Manufacturing, Inc. warrants to the original owner only, any defects in materials or workmanship to the front door of the furnace for a period of two (2) years from the date of purchase.

Northwest Manufacturing, Inc. warrants to the original owner only, any defects in materials or workmanship to the stainless steel chimney on the furnace itself for a period of two (2) years from the date of purchase.

These warranties apply only if the device is installed and operated as defined in the Owner's Manual.

Your dealer may charge you for a service call to do warranty work. Parts will be replaced on an even exchange basis.

WoodMaster outdoor wood furnaces are not intended to be the only source of heat; therefore a backup system should be in place to prevent any damage caused by lack of heat

Damage caused by abuse, accidents, improper installation, overheating, corrosion, freezing or negligence will not be covered under warranty. Damage caused by burning flammable materials (such as petroleum products) will not be covered under warranty.

This warranty is limited to defective parts – repair and/or replacement only, and excludes any incidental and consequential damages connected therewith. Northwest Manufacturing, Inc. is not responsible for replacement of water, water treatment, antifreeze, costs of transportation, or shipping charges. On-site service work will be offered to you. Please call Northwest Manufacturing, Inc. for current non-warranty rates.

**Antifreeze** – Only nontoxic antifreeze is acceptable. Antifreeze will break down over a period of time and therefore should be tested annually. Always dispose of antifreeze by state and local codes. Loss of antifreeze under any condition will not be covered.

**How to file a claim** – ANY CLAIM UNDER THIS WARRANTY **MUST BE MADE TO YOUR DEALER.**

### **Auger Stove Supplement – One Year Limited Warranty**

#### **This warranty is in addition to the warranty on your WoodMaster**

Northwest Manufacturing, Inc. warrants to the original owner only, material and labor on any defects in workmanship, on ash auger removable parts, including grate and auger for one (1) year from the date of purchase. Removable ash auger parts are considered and designed to be consumable parts. Grates and augers may warp due to high heat or deteriorate over time and will have to be adjusted or replaced. This warranty will not cover warped grates or augers, nor cover deterioration due to ash corrosion. Ash auger stove modification such as the auger tube, which is welded to the stove, will carry the normal stove warranty. This warranty is limited to defective parts – repair and/or replacement only – and excludes any incidental or consequential damage connected therewith. Northwest Manufacturing, Inc. is not responsible for replacement of water, water treatment, anti-freeze, and cost of transportation or shipping charges. Once a year this Auger System must be removed from the furnace and the furnace completely cleaned out. Refer to the WoodMaster Owner's Manual for Maintenance Procedures.