

WARRANTY

The Fire Company Pty Ltd
Showrooms 3 & 4, 40-42 O'Riordan Street
Alexandria NSW 2015 Australia
tel +61 2 9997 3050 fax +61 2 9997 6050
email info@ecosmartfire.com
www.ecosmartfire.com

EcoSmart Fires are designed and manufactured by The Fire Company Pty Ltd.

EcoSmart Fires are covered by a transferable limited warranty and a solid service and support network should you need it. Many aspects of EcoSmart Fires are hand-produced, hand-finished and use natural materials, which makes them subject to variations in colour, finish and size. All pieces will mature and age over the course of time through natural processes associated with use, heat and flame. These changes are an essential part of the dynamic of the piece. The Fire Company Pty Ltd reserves the right to make minor amendments without prior notice.

Length of warranty

TWO YEAR WARRANTY FROM DATE OF PURCHASE ON STAINLESS STEEL PARTS INCLUDING RAW, FINISHED AND POWDER COATED.

ONE YEAR WARRANTY FROM DATE OF PURCHASE ON MILD STEEL INCLUDING POWDER COATED AND CHROME PLATED, CEMENT, GLASS, LEATHER, FABRIC AND MDF (PAINTED OR CEMENT RENDERED).

Chips and scratches are not covered by warranty. Natural variation in colour, texture and porosity may occur with Fluid™ Concrete Technology products and are considered inherent and valued qualities of the material. Non-structural hairline cracks are possible and shall not be considered a manufacturing defect.

The Warranties set out are express Warranties given by The Fire Company Pty Ltd and are in addition to the rights and remedies which are conferred upon consumers by the Competition and Consumer Act 2010 of the Commonwealth and other Commonwealth, State or Territory legislation.

Service under the warranties set out above must be provided by The Fire Company Pty Ltd Authorised Customer Service Centre which shall provide service during their normal working hours.

This warranty certificate along with proof of date of purchase must be produced when making any claim.

The Fire Company Pty Ltd undertakes to:

Repair or, at its option, replace without cost to owner either for materials or labour, any part that is found to be defective.

MODEL NO. _____

PURCHASER _____

The express warranties do not include:

A. Service calls to:

1. Correct the installation of the Fire.
2. Instruct you how to use the Fire.

SERIAL NO. _____

B. Repairs when EcoSmart Fires has been used in other than normal domestic/ commercial use or when not used in accordance with the Installation, Operating and Maintenance Manual.

PURCHASED FROM _____

C. Repairs when EcoSmart Fires parts or models have been modified or altered in any way that has not been approved in writing by The Fire Company Pty Ltd.

DATE OF PURCHASE _____

D. Repairs when the product has been dismantled, repaired or serviced by anyone other than an authorised representative of The Fire Company Pty Ltd.

For warranty claims please contact your retailer. If there is not a retailer in your country please call The Fire Company Pty Ltd on the details above.

E. Pick up and delivery.

*Do not return this form to The Fire Company Pty Ltd, please retain for your own reference.

F. Normal maintenance as required in the Installation, Operating and Maintenance Manual supplied with EcoSmart Fires.

G. Transportation or traveling costs involved in the repair when the appliance is installed outside The Fire Company Pty Ltd's AUTHORISED CUSTOMER SERVICE CENTRES's normal service area.

H. Damage to the product caused by accident, misuse or Act of God.

I. Any incidental shipping or holding costs to deliver your product or parts to an Authorized Customer Service Centre.

CARE AND MAINTENANCE

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IMPORTANT

1. Concrete is a porous material. It is important to avoid dripping liquid (such as bioethanol or alcohol) onto the concrete surfaces as it may break down the sealer and stain the surface permanently.
2. Do not put HOT burner lids down on the concrete surfaces. It could damage the model.

Maintenance and cleaning must be performed only when the burner is OFF, COMPLETELY EMPTY, DRY and at ROOM TEMPERATURE.

OUR FLUID™ CONCRETE TECHNOLOGY

Concrete is a natural material and therefore each and every model will be unique in appearance.

Cleaning

The solid surface surrounds of your EcoSmart Fire can be cleaned using mild soap and warm water with a soft cloth.

Do not use heavy abrasives, bleach based products or ammoniated cleaners - use of such cleaners will wear down the sealer and result in scratches and decrease stain resistance. We do not recommend use of most natural cleaners (which are often citrus based), as the cleaning agent is typically highly acidic and can damage natural materials.

It is recommended to test a small, discreet area first to ensure the cleaning product will not mark or damage the surface.

Avoiding Stains

In the event that the coating is knowingly cut, scraped, or damaged, a new layer of sealer should be applied. Spills should be wiped up as soon as possible. While the sealer performs well against stains from oils and acidic materials, prolonged exposure may cause a breakdown of the sealer and possible discoloration.

Do not place hot objects on the surface as they may cause discoloration. Using a trivet is recommended. Refrain from applying blue painter's tape or other adhesives directly to the product.

Although not considered a defect, non-structural hairline cracks are possible and may result from shrinkage and the natural curing process. If hairline cracks do appear, immediately apply a sealer to prevent moisture from seeping into the cracks and causing discoloration. Re-seal the surrounding surfaces periodically.

General Maintenance

Concrete is a porous material and while the surface is sealed at point of manufacture, the sealer may break down over time due to environmental factors like UV rays and general use. This unit has been sealed with Meguiar's Deep Crystal Carnauba Wax to seal and protect it. We recommend you reseal it every 6 months for maintenance. Meguiar's Deep Crystal Carnauba Wax is available online at Mequiars.com, and many fine retailers. Use the protective cover when not in use.

Removing Stains

Even with adequate sealer, liquids like red wine, oil, and other acid products could still break down the sealer and be absorbed into the material - particularly if not well maintained. To remove you could try a fine grit sand paper to remove the stains from the surface (remembering to test a small patch in a discreet area first to ensure it doesn't damage the surface). Then re-apply sealer.

STAINLESS STEEL

Cleaning

Routine cleaning can be accomplished by using warm water and a cloth. When cleaning stainless steel always wipe in the direction of the grain.

A drop of mild dish detergent and warm water is often all you need to get tougher dirt off of your stainless steel. Use a soft, damp cloth to wipe away any remaining residue.

Dry out completely before re-using the appliance.

CAUTION: HEAVY AND FRAGILE

*HANDLE WITH EXTREME CARE.
Product can chip or fracture if not handled as delicate.*

*Move only with two men,
one on each end.*

*Lift directly UP, then move
to avoid putting stress on
the seams. Fractures may
result if pulled in an outwards
direction.*

