

Cast Tec

STOVE WARRANTY

Cast Tec Ltd. East Side, Tyne Dock, South Shields NE33 5SP.
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Thank you for purchasing our stove. We are dedicated to providing high-quality products and excellent customer service. The following terms and conditions outline the details of our 10-year warranty:

GUARANTEE

If any part of the main body of the stove fails due to a manufacturing or material defect during the guarantee period that applies in respect of the relevant stove (as set out below), CastTec Ltd will, at its sole discretion, repair or replace your stove, for no charge.

Cracking of the main body (defined as the steel or cast iron outer casing and items fixed immovably to the casing).

Damage caused by over-firing or over-heating is not covered. Warping and a red oxide colouring will demonstrate the over-heating of internal parts, body paint which has turned dusty white is also indicative of such use.

The following guarantee periods shall apply in respect of the following:

- ☐ Stoves come with a 10-year warranty to the main body of the stoves.
- ☐ The external paint finish carries a one-year guarantee only.
- ☐ This guarantee is subject to the Terms and Conditions set out below.

TERMS AND CONDITIONS

The following terms and conditions must be satisfied in order for your stove to be covered by the guarantee set out above:

1. Your stove must have been installed by a suitably qualified person and in accordance with the manufacturer's installation instructions. **Stoves not installed by a suitably qualified person or not installed in accordance with the manufacturer's installation instructions will not be covered by this guarantee.**
2. Any claims under this guarantee shall not be valid where the installation of the stove does not conform to all required building regulations and other legislation in force at the time of purchase and where flue draw readings have not been made to confirm a suitability of the flue. The manufacturer's decision as to whether this condition has been satisfied shall be final.
3. The guarantee does not cover damage caused to the stove through careless handling or misuse or neglect of the appliance (misuse and neglect being not following the manufacturer's instructions and user guides in relation to the stoves, including the use of non-recommended fuels).
4. The following consumable service items are not covered by this guarantee:
 - Firebox linings
 - Grate

- Fuel retainer
 - Throat plate
 - Door/Door glass
 - Seals
 - Ash pan
5. The guarantee does not cover damage caused by storing or using the stove in a damp environment, defects or faults caused by local conditions such as draught problems and chimney defects or corrosion caused by condensation, damp or water ingress into the flue, chimney, or the surrounding of the stove.
 6. The guarantee is only valid if the stove is serviced and checked annually by a suitably qualified heating engineer, with documentation to be retained and produced in the event of a claim being made.
 7. The guarantee is only valid where any spare parts used are supplied by CastTec Ltd or an approved retailer/dealer. The use of spares other than those supplied by CastTec Ltd shall invalidate the guarantee.
 8. The guarantee is not valid where any repairs or modifications have been made to the stove which have been carried out by anyone other than CastTec Ltd or its authorised representatives or approved dealers.
 9. All guarantee periods commence on the date of purchase and are non-transferable and solely for the benefit of the original purchaser of the stove.