

WARRANTY - WOOD BURNING STOVES/INSERTS

WARRANTY

RAIS issues a five-year warranty on all models, commencing from the date of installation.

We have already invested a great deal of effort in our inspection processes and looked at the quality of materials, manufacture and product safety.

THE WARRANTY DOES NOT COVER WEAR PARTS:

- Door and glass seals
- Ceramic glass
- Combustion chamber lining
- The surface appearance or the texture of natural stone
- The appearance of the stainless steel surfaces and colour changes
- Expansion blemishes
- Electrical components

THE WARRANTY WILL BE RENDERED VOID IF:

- Your stove has been damaged due to overfiring
- Damage has been caused by external stresses
- Unsuitable fuel types have been used.
- There has been failure to comply with statutory or recommended installation instructions
- You have made alterations to the stove yourself
- Your stove has not been serviced or maintained

PLEASE CONTACT YOUR DEALER IF YOUR STOVE IS DAMAGED.

If you make a claim on the warranty, we will decide on how the damage is to be remedied.

If it is to be repaired, we will ensure that the repairs are carried out professionally.

Please see national and EU laws and regulations on renewed warranty periods in the case of warranties on repaired parts or parts supplied later.

The applicable warranty terms and conditions are available from RAIS at any time.

