

Terms of Warranty



DIMPLEX

Your product is guaranteed for one year from the date of purchase. Within this period, we undertake to repair or exchange this product free of charge (excluding lamps & subject to availability) provided it has been installed and operated in accordance with these instructions.

Your rights under this guarantee are additional to your statutory rights, which in turn are not affected by this guarantee. Should you require after sales information or assistance with this product please go to www.dimplex.co.uk where you will find our self help guide by clicking 'After Sales' or ring our help desk on 0845 600 5111 (UK) or 01 842 4833 (R.O.I.). Please retain your receipt as proof of purchase.

ROBINSON WILLEY AND VALOR

If you experience a problem with the operation of the fire:

- Contact your installer first, because the cause of the fault may not be related to the fire.
- If your installer confirms that the fault is with the fire and they can't repair it, call our UK Helpline on 0844 879 35 88 or from the Republic of Ireland on 01 842 8222 for any general advice that you may need.

When calling the Helpline, it would be helpful if you could have the following information to hand:

- 1 Fire serial number and fascia code
- 2 Date of installation
- 3 Your installer name and address details
- 4 Fire make and model number
- 5 Proof of purchase (if you do not have the fire serial number).

Warranty covers:

- Free of charge repair or replacement of components found to be of faulty manufacture.
- Free of charge replacement of the complete unit providing the failure is related to a manufacturing fault that cannot be repaired or is uneconomic to repair.

Warranty does not cover:

- Repairs to fires which haven't been installed and commissioned properly and as set out in the installation instructions.
- Faults caused by inadequate supply of gas or electricity (where applicable).
- Reimbursement of any third party repair or replacement costs that we haven't been told about or agreed with you in advance.
- Compensation or consequential losses (e.g. loss of earnings, business losses, stress and inconvenience) arising from a production breakdown, including repair delays caused by factors outside our reasonable control.

KATELL

2 year parts and labour warranty supplied with all Katell products. Excludes unreasonable wear and tear, consumable items where applicable and cosmetic damage.

The warranty is subject to the following terms and conditions:-

All electric fires and electric suites must be installed in accordance with the manufacturer's instructions.

If the appliance is to be hard wired, it must be an accessible switched fixed fused spur which can only be carried out by a fully qualified electrician.

Any issues regarding a fault on a product or appliance must be logged with Katell Head Office during the warranty period, prior to our in-house service personnel attending the call.

Please provide proof of purchase.

BE MODERN

Our range of stylish fires has been designed to provide you with a clean and efficient heat source and provide years of hassle free operation.

Be Modern gas fires carry a 1 YEAR GUARANTEE against manufacturing and material defects, including parts and labour.

Be Modern electric inset and wall mounted fires carry a 2 YEAR GUARANTEE against manufacturing and material defects, including parts and labour.

All our electric fires are supplied with a "Caring for your fire" leaflet providing valuable guidance to ensure safe and continued operation.

Please provide proof of purchase.

Installation of Be Modern gas fires must be carried out by a Gas Safe Registered engineer.

THEATRE

For all gas fires purchased the 3 year guarantee commences from the date of purchase, provided that the following 4 terms and conditions are adhered to:

- 1 For any claim to be made within the 3 years from date of purchase you will be required to provide and supply us with your original proof of purchase.
- 2 Your gas fire must have been commissioned by Gas Safe registered installer, evidence of which you must provide together with the registration number.
- 3 Your appliance must have been serviced annually by Gas Safe registered installer, evidence of which must be provided, such as the receipt.
- 4 Purchase(s) must be made through Plumb Center.

Please note all consumable items such as any ceramics including; coals, pebbles, the matrix, front strips, side cheeks, rear panels and tapered rear panels are not covered by the 3 year guarantee.

For all electric fires purchased the 3 year guarantee commences from the date of purchase, providing that you can supply the proof of purchase. This does not cover consumable items such as pebbles, coals or light bulbs. Purchase(s) must be made through Plumb Center.