



M A X E N

FIREPLACES

Warranty Booklet

Please leave this information with the appliance



**SEE INSIDE TO REGISTER
FOR YOUR 15 YEAR WARRANTY.**

MAXEN WOOD FIRE WARRANTY

15 YEARS (conditional)

Congratulations on the purchase of your Maxen Wood fire. You must register your fire by email or post within 30 days of installation to validate the guarantee (this registration card is in your install/operation guide).

Your firebox is guaranteed for domestic application against faults and defects in workmanship for a period of fifteen years (except for door seals, glass, glass seals, fire bricks, secondary air systems and baffle, paint and exterior finishes - which have 12 months parts only cover). This firebox cover is subject to proof of annual inspection and servicing by a suitably qualified fire technician.

Your fire must be installed in accordance with the manufacturer's instructions, any relevant bylaws, standards and regulations. Maxen are not responsible for consequential damage by a failure or defect covered in this guarantee. All claims (in the first instance) should be directed to the store of purchase. Any repairs undertaken without the manufacturer's authority will render the guarantee void. Water boosters must be a Maxen model specified with the fire to be covered; this guarantee applies to the original purchaser only.

Any damage caused by mishandling, overfiring, misuse, abuse or alteration is not covered by this guarantee neither is normal wear and tear. Accessories such as flues, non-genuine parts or any third-party service are not covered by this manufacturer guarantee.

In the event of an approved claim; Maxen will complete repairs or replacement (at their discretion) and return the product to the owner. Any claim which can be remedied by on-site repair will be solely at Maxen's discretion and arrangement. Maxen are not responsible for site conditions such as draughts, cleaning or environmental conditions affecting performance.

You will be required to pay a deposit for any site visit; which will be credited back to you if it is a warranty claim.

Warranty Exclusions

This warranty does not apply and will be void where:

- The Maxen fire is not installed in accordance with AS/NZS 2918:2018 or any building code or consent.
- The Maxen fire has not been installed or operated in accordance to the Maxen installation manual, in particular, defects, malfunctions or failures caused by incorrect installation, normal wear and tear, misuse, neglect, lack of proper and regular maintenance, accidental damage any other alteration, or failure to follow operating instructions in the installation manual.
- The use of products, including flue systems that are not specified in accordance with this installation manual.
- Repairs or modifications by persons not authorised by Maxen, use of parts not supplied by Maxen, or damage or other events which have occurred since the product left the control of Maxen.
- Any scratches, dints, fingerprint marks and melted items that occurred after the arrival of the product to the Maxen Dealer.
- Improper handling of fragile components such as glass.
- Damage caused by incorrect use or the burning of inappropriate fuel. This may include treated or painted wood, coal, driftwood, high creosote wood or wood with high moisture content.

- Changes in the interior / exterior surfaces of the house, fire, or flue (e.g., any staining or soot /smoke damage or discoloration of surfaces caused by thermal stress or overload).
- Damage caused by abnormally corrosive environments (e.g. sea salt corrosion)
- Damage caused by water affecting the Maxen fire.
- Operation of the Maxen fire without its baffles, fire bricks, door seals, complete glass doors in place or partly open doors will create an overfired situation resulting in damage, which will not be covered by warranty.
- This warranty does not cover paint blemishes or imperfections because of the uneven nature of high temperature paint. A spray can of touch up Maxen paint is available and can be purchased from your Maxen dealer.
- Subject to any statutory provisions to the contrary, Maxen's liability in respect of Maxen products that are found to have manufacturing defects will be limited to refunding, repairing or replacing the defective products. Maxen does not accept liability for consequential damage or any incidental expenses resulting directly or indirectly from any defect or breach of warranty, claims for damage to building or any other consequential loss.
- The firebox warranty shall be void if the baffle plate and air bar assembly inserted in the ceiling of the firebox is damaged in any way (including burnt out, buckled, or bowed).
- The appliance has been over-fired, over-firing can be identified by, but not limited to, warped plated or tubes, rust coloured cast iron, bubbling, cracking and discolouration of steel or paint finishes.

Other Maxen Indoor Wood Fire Warranty Conditions

No dealer, distributor, or similar person has the authority to warrant Maxen products beyond the terms contained in this warranty. This warranty is automatically voided if the appliance's serial number has been removed or altered in anyway.

Any differences in fireplace appearance from Maxen promotional images that is due to printing limitations, environmental factors or wood variations are not a warranty issue. Where you make a claim under this warranty, an authorised repairer may need to attend your premises to inspect the Maxen product. Maxen may charge you a service call fee if a repairer will be required to travel more than 30 km from the nearest service centre to your location. You can obtain details on the location of service centres and service call fees by visiting the Maxen web site.

For easy support on best use, troubleshooting and optional accessories; please see www.maxenfireplaces.com for further details and online product registration.

Escea Limited
PO Box 5277
Dunedin
New Zealand

MAXEN WOOD FIRE - SERVICE REGISTER

Maxen recommends NZHHA registered service technicians

To ensure many years of performance and safety with your Maxen Fire, we have outlined the key servicing requirements that form part of routine annual servicing. Maintenance of parts that protect your firebox will extend the life of your fire, ensuring it burns clean and correctly. In the event the firebox is not maintained regularly, this will void the warranty and compromise future claims.

Every season following your fire installation, ensure your fire service technician checks the following points and performs a sweep. In the event you need to claim on your warranty; this evidence of your routine servicing will be requested to validate your claim

- sweep the chimney
- check the condition of the fire box
- check or replace the firebricks if necessary
- check combustion plates and replace if necessary
- check and replace air tubes if required
- check and replace glass and door seals if necessary
- check door seal and alter if not sealing correctly
- check installation if necessary, correct length of flue, fallout faults, flashing or other leaks, flue being riveted correctly, flue joins sealed and fixed to appliance, overall operation of appliance with homeowner
- order parts and fit to appliance
- notify homeowner of all findings and invoice accurately for all work carried out

I confirm that the appliance has been checked and repaired to a safe and correct operating standard as per the manufacturer’s best practise recommendations above:

Interval	Service Agent	Signature	Phone	Date
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PRODUCT REGISTRATION

To activate your 15 Year Warranty,
please complete within 30 days of installation



Scan the QR code to be taken to our online
registration form or visit:

www.maxenfireplaces.com/registration



MAXEN
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