

HENLEY STOVES TERMS & CONDITIONS

You need to register your warranty online or via the post in order to activate the warranty for your stove. <http://service.henleystoves.com/wp/>

Failing to register your stove will only give you standard Henley Warranty, (see below)

Warranty Terms & Conditions

Room Heater Stoves - 5 Year Warranty

- 1 year standard manufacturers warranty as in accordance with EU regulations.
- 2 year standard Henley warranty
- 2 year extended Henley warranty will be added if stove warranty is registered online within first 3 months of purchase of your new Henley room heater stove.

Boiler Stoves - 3 Year Warranty

- 1 year standard manufacturers warranty as in accordance with EU regulations.
- 2 year standard Henley warranty.

Stove Fitting / Installation

- The appliance must be installed by a HETAS / METAC approved fitter in accordance with Building Regulations in order for the warranty to be valid.
- If upon opening the stove, it is found to be damaged in any way, do not attempt to install the stove. Return to retailer where it was purchased from.
- Please ensure that the appliance is the correct size (kW) to effectively heat the room where it is to be installed to avoid poor performance issues.

Warranty Limitations

- Grates & Baffle Plates are guaranteed for 1 year.
- There is no guarantee on glass parts or fire bricks.
- Please note Fire Bricks will develop hairline cracks over time & only need to be replaced upon total disintegration of the brick, where you can see metal side of stove.
- Please note issues such as replacing fire rope, replacing the door handle, paint peeling, bricks cracking, replacing grate, glass or baffle does not warrant a service call and can be easily done using the instructions in the manual.

Terms of Warranty

This warranty is only valid if:

- The unit has been installed in accordance with the latest building regulations.
- The chimney which services the stove is in accordance with the latest building regulations.
- All installation instructions in the manual have been followed.
- The stove is operated as described in the manual.
- The stove is only used to burn fuel as described in the manual.
- Any stove installed must have a rain cap fitted to the top of the chimney.

This Warranty Does Not Cover:

- Damage resulting from the use of fuel not recommended in the manual.
- Where a crack appears on top of stove, resulting from a layers of pipework placed all the way to ceiling with no twin-wall adapter or joist support to carry the weight of these pipes.
- Parts which are damaged by external causes such as unadapted chimneys, thunderstorms, dampness, faulty plumbing, faulty fuel and mistreatment.
- Any nuts or bolts of handles that become loose due to use or mistreatment
- Body paint peeling / Enamel Cracking due to stove being over-fired
- Breakage of glass
- If the appliance is not serviced on a yearly basis according to instructions below.

Annual Service

Once a year service should be completed by a HETAS / METAC approved fitter. **Service Checklist:**

- 1) Door is sealed correctly. (You may need to change fire rope & also adjust locking nut on door handle.)
- 2) Remove all consumable parts - baffle, grate, fire retainer & bricks. Clean & Examine, replace if damaged.
- 3) Examine all paintwork. If paint has faded, stove may need to be repainted due to over-firing.
- 4) Ensure that chimney or flue system is installed and supported correctly and that all joints are sealed properly.

Replacement Parts

- Replacement parts are available through your local stockist.
- Please contact the shop where you purchased your stove in order to clearly identify the replacement part you require.
- If you are unsure where the stove was purchased, please visit our website www.henleystoves.com/stockists/ to find a list of your local stockists.
- If you contact Henley Stoves directly regarding replacement parts you will be directed to our website or forwarded to your local stockist.

Maintenance

- Neglecting to regularly service your Henley Stove or maintain it to an acceptable standard IE if parts are clearly damaged, burnt out & not replaced.
- Failure to replace consumable parts in your stove will result in irreparable damage to stove & will invalidate your warranty

Boiler Stoves - Installation & Maintenance

- Henley Stoves advise that you consult with a heating specialist to determine the correct size & BTU's for your heating requirements, **before** you install a Boiler Stove.
- We strongly recommend that our stoves are plumbed independently. We do not advise you use a dual system which incorporates both oil & solid fuel, running at the same time. In our experience this system does not work.
- If you are experiencing an issue with the plumbing such as no hot water being pushed to the radiators or a low heat output to the room, Henley Stoves can only offer advice.
- Henley Stoves can recommend a name of an independent service engineer to determine if there is an issue with the stove or the plumbing.
- The service engineer will provide a detailed report outlining any issues (if any) at a cost to you for €450 (this fee may vary depending on location) which is prior to any inspection. Once a report is received from a qualified engineer, Henley Stoves will assess & make a decision based on the report's results.
- We strongly recommend only qualified HETAS / METAC approved plumber installers as unqualified installers will void your warranty.
- Failure to fit a rain-cap will cause water to come down chimney & pool on top of stove. This will cause severe corrosion & has in our experience been a leading cause in Boiler Stoves leaking.
- If we find the stove has been flued out the top with no rain cap fitted, the warranty is null & void.
- We also require proof of maintenance and/or detailed service record in order for warranty to be valid.
- Henley Stoves can only replace a Boiler stove found with a leak after it has been delivered to our warehouse for a forensic examination. After examining we will determine if the stove should be replaced or not.
- We will not cover any additional costs of plumbing or labour.

Insert Boiler Stoves

- Insert Boiler Stoves are primarily designed to heat water to radiators.
- In some cases if the stove is running too many radiators, the heat output can vary from 2kW to 5kW heat output to the room.
- We strongly recommend that a radiator is fitted in the room where the stove is installed, to maximize heat output to the room.

Downdraught

- If you are experiencing an issue when refueling the stove, i.e. smoke spilling back into the room, in our experience this is caused by the stove being fitted in a bungalow or chimney stack is too low.
- You will need to contact a chimney specialist to rectify this problem. Henley Stoves can only offer advice.

Contacting Henley

The fastest way to help a customer who has an issue with one of our stoves, is to email services@henleystoves.com with the following:

- Customer's full name & address & telephone number
- Name of the shop where you purchased the stove
- Name & telephone number of the person who fitted the stove.
- Detailed photographs of issue with stove
- Once we receive this information, we will contact the customer to resolve the situation.
- Brief description of the problem in writing.

HENLEY STOVES WARRANTY FORM

All warranty claims will only be entertained only when the online warranty form is completed, this can be found at "www.henleystoves.com/registeryourstove" is completed and submitted with a photo or scan of the original dated proof of purchase. Otherwise you can fill in below details along with a photo or scan of the original dated proof of purchase and mail these to Henley Stoves, Service Dept. Curraheen, Tralee, Co. Kerry, Ireland.

Personal Information

Name:
Address:
.....
.....

Dealer appliance was purchased from

Name:
Address:
.....
Phone:

Essential Information - MUST be completed

Phone:

Date installed:
Model Description:
Serial No.:

Installation Engineer

Company name:
Address:
Serial No.:

HETAS Approved (Please tick relevant box): Yes No If Yes, please include certificate of compliance.