

# Hi Flame America, Inc. Warranty

## Warranty Policy & Procedures

If you believe your Hi Flame® stove is defective, you should contact your nearest authorized Hi Flame America stove dealer, who will process a warranty claim. In order to qualify for warranty coverage, Hi Flame America must receive notice of a possible defect within thirty (30) days of being discovered, or reasonably could have been discovered.

Hi Flame America offers the original retail purchaser of Hi Flame Solid Fuel burning products a limited 7-year warranty. The following outlines the Hi Flame America warranty program.

This warranty applies to the original retail purchaser only. Hi Flame America warrants that this stove or fireplace insert will be free of defects in material and workmanship for a period of up to seven years from the date of purchase. Hi Flame America will ship, at no cost to the retailer, and the retailer will help you replace the parts or repair at their option, any stove or fireplace insert or part thereof found to be defective.

DESCRIPTION	Warranty Defined	
	Parts	Labor
Cast Iron Parts	5 Years	1 Year
Firebox (welding only)	5 Years	1 Year
Handle Assembly	5 Years	Not Included
Ash Pan	5 Years	1 Year
Baffle Set	3 Years	1 Year
Ceramic Glass (Thermal Breakage ONLY)	1 Year	Not Included
Fire Bricks	1 Year	Not Included

Customer must first submit 3 digital photos to the dealer from whom the product was purchased, along with an explanation of the problem. This will initiate a warranty claim. If a response is not received within 2 business days, please contact Hi Flame America directly at 909-986-0886 (9am - 5pm eastern, M-F) or email us at [info@hiflame-stove.com](mailto:info@hiflame-stove.com) so we may put you in contact with a customer service representative.

If any damage is found to be the fault of the manufacturer, the repair or replacement will be made. This warranty does not include expenses incurred from travel time or loss of service. This warranty is not transferable and is extended only to, and is solely for the benefit of, the original retail purchaser of the stove/fireplace insert. Please keep your dated sales receipt as proof of purchase.

## **Exclusions and Limitations**

**NOTICE:** This warranty is void if installation or service is performed by someone other than an authorized installer or service agency, or if installation is not in conformance with the installation and operating instructions contained in this owner's manual or local and/or national fire and building regulations. A listing of local authorized installers and service agencies can be obtained from the National Fireplace Institute at <http://www.nficertified.org>.

### **This warranty does not cover the following:**

1. Damage due to incorrect installations not in conformance with the manufacturer's installation instructions or local and national regulations. It is the responsibility of the installer to ensure that the unit is installed and operating correctly at the time of installation.
2. Damage caused by over-firing, which causes any part of the appliance to glow red, as defined in the operation manual. Over-firing can be identified by warped plates, rust colored cast iron, paint pigment that has turned dusty white, or bubbling, cracking and discoloration of the enamel finish.
3. Damage caused by unauthorized modification, use, or repair.
4. Travel time or any other related expenses are not covered under warranty.
5. At no time will Hi Flame America be liable for any consequential damage which exceeds the purchase price of the unit. All warranties, implied warranties of merchantability or other, are limited in duration to the length of this written warranty. No other warranty, including oral, is enforceable.

**Please contact a Hi Flame America® dealer in your area if you have any questions about your stove that are not covered in this manual.**

**For further information, please contact North America Corporate Office:**

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