



hearthstone

Limited Warranty

These warranties give you specific legal rights. You may also have other rights which vary from State to State.

Hearthstone Quality Home Heating Products, Inc. (Hearthstone) warrants to the original retail purchaser only (the "Original Purchaser") the new appliance manufactured by Hearthstone, purchased by the Original Purchaser and installed by an authorized Hearthstone dealer or their designated representative against any of the occurrences listed in this document that result from defects in material or workmanship. This warranty is not transferrable. All obligations of Hearthstone under this document commence on the date of the Original Invoice (the "Purchase Date"). The term "Limited Lifetime" is defined as 10 years from the beginning of warranty coverage.

Hearthstone appliances are designed to be operated only with the fuels listed in your owner's manual.

Warranty Period	Wood	Gas	Pellet	Covered Components
Limited Lifetime	X	X	X	Stone
	X	X	X	Cast iron not listed elsewhere
	X			Clean burning air supply system*
5 Year	X	X	X	Door handles and latches
	X	X	X	Steel Components and Firebox
		X		Burner and logs
3 Year			X	Burn Pot and Baffles
2 Year	X	X	X	Appliance Electrical and Gas Components
	X	X		Refractory, Vermiculite Panels, Baffles
1 Year	X	X	X	Enamel finish against peeling or fading
	X	X	X	Accessories
	X	X	X	Glass
	X			Ash Grate
	X	X	X	All components not listed elsewhere

*The clean burning air supply system on the Euro Collection warranty period is limited to 5 years.

Any parts repaired or replaced during the limited warranty period will be warranted under the terms of the limited warranty for a period not to exceed the remaining term of the original limited warranty or one year, whichever is longer.

Parts: Hearthstone will replace through an authorized dealer, defective parts covered by the foregoing warranty at no charge.

Labor: Within the first (1st) year after the Purchase Date, Hearthstone will pay for warranty labor performed by an authorized Dealer at Hearthstone's published labor rates in effect at the time the labor is performed only if the appliance is installed by an authorized dealer or their designated representative. Otherwise or thereafter, the Original Purchaser is responsible for the cost of labor.

Shipping cost for parts: Within the first ninety (90) days after the Purchase Date, Hearthstone will pay for the shipping of appliance parts covered by any of the foregoing warranties to and from Hearthstone or an authorized Dealer, as the case may be. Thereafter, the Original Purchaser is responsible for all shipping costs related to shipping appliance parts to and from Hearthstone or an authorized Dealer, as the case may be.

Shipping cost for the appliance: Within the first (1st) year after the Purchase Date, if the Original Purchaser is instructed to return the appliance to Hearthstone or an authorized Dealer for repair, Hearthstone will pay fifty percent (50%) and the Original Purchaser will pay fifty percent (50%) of the shipping costs related to shipping the appliance to and from Hearthstone or an authorized Dealer, as the case may be. Thereafter, the Original Purchaser is responsible for one hundred percent (100%) of all of the shipping costs related to shipping the appliance to and from Hearthstone or an authorized Dealer, as the case may be. Notwithstanding any other provision of this document, in no event will Hearthstone pay for any Dealer fees or other fees for pick up or delivery of the appliance returned for repair; the Original Purchaser shall be responsible for any such fees.

EXCLUSIONS & CONDITIONS

The warranties contained in this document do not cover, nor is Hearthstone responsible for:

1. Damages resulting from:
 - a. Failure to install, operate, or maintain the appliance in accordance with the owner's manual, operating instructions, installation instructions, or safety rating label provided with the appliance.
 - b. Over-firing the appliance. Over-firing can be identified by, but not limited to, warped cast iron or steel, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes.
 - c. Failure to install the appliance in accordance with all national or local building codes.
 - d. Shipping or improper handling.
 - e. Improper operation, abuse, misuse, continued operation with damaged, corroded, or failed components, accident, or improper/incorrect service or repairs.
 - f. Environmental conditions, inadequate ventilation, negative pressure, or improper drafting caused by tightly sealed constructions, insufficient make-up air supply, or air handling devices such as exhaust fans, forced air furnaces, or other such causes.
 - g. Damage caused by direct exposure to water.
 - h. Use of fuels other than those specified in the owner's manual.
 - i. Installation or use of components not supplied with the appliance, or any other components not expressly authorized and approved by Hearthstone.
 - j. Modifications of the appliance not expressly authorized and approved by Hearthstone in writing
 - k. Interruptions or fluctuations of electrical power supplied to the appliance.
2. All stones are warranted against cracking or breakage due to thermal stress, excluding surface and hairline cracks and scratches that do not affect the operation, or safety of the appliance.
3. Repair or replacement of wear parts. Such parts that are subject to normal wear and tear during the warranty period such as paint, gaskets, baffles, refractory materials, ash grates, and glass.
4. Damage resulting from installation, modification, alteration, repair or service of the appliance by any party other than an authorized Hearthstone dealer (a "Dealer") or their designated representative, or Hearthstone.
5. Damage due to water or condensation due to installation of the appliance in a high moisture area.
6. Damage due to installation of the appliance in an atmosphere contaminated by damaging chemicals, including but not limited to chlorine, fluorine or salts.
7. Scratches on glass, enameled surfaces or stones due to mechanical abrasion.
8. Noise caused by expansion or contraction caused by the heating and cooling of the appliance.
9. Odors caused by the heating of the appliance, or surrounding materials
10. Consequential damage caused by leaking of condensate during startup
11. A defect in any part of the appliance if the Original Purchaser fails to comply with Hearthstone's or a Dealer's request to ship the part or the appliance to Hearthstone or a Dealer, as the case may be.
12. Replacement stones and enameled parts are taken from current stock, and may not match originals in color, grain, or pattern. Hearthstone will supply replacement parts for discontinued parts in finishes or colors as available, or at their discretion.
13. Hearthstone's obligation under this warranty does not extend to the appliance's ability to heat the desired space. Information is provided to assist the customer and the dealer in selecting the appropriate appliance for the application. Consideration must be given to appliance location and configuration, environmental conditions, insulation and air tightness of the structure.

THE WARRANTIES CONTAINED IN THIS DOCUMENT ARE EXCLUSIVE AND ARE GIVEN BY HEARTHSTONE AND ACCEPTED BY THE ORIGINAL PURCHASER IN LIEU OF ALL OTHER EXPRESS WARRANTIES AND ANY OBLIGATIONS, LIABILITIES, RIGHTS, CLAIMS, OR REMEDIES IN CONTRACT OR TORT, WHETHER OR NOT ARISING FROM HEARTHSTONE'S NEGLIGENCE, ACTUAL OR IMPUTED. ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE GIVEN ONLY TO THE EXTENT REQUIRED BY FEDERAL OR STATE LAW. EXCEPT AS OTHERWISE REQUIRED BY STATE LAW, UPON THE EXPIRATION OF THE EXPRESS LIMITED WARRANTIES CONTAINED HEREIN, NO IMPLIED

WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THE SUBJECT APPLIANCE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

THE WARRANTIES CONTAINED IN THIS DOCUMENT EXTEND ONLY TO THE ORIGINAL PURCHASER OF THE APPLIANCE WARRANTED HEREUNDER. THEY ARE NOT TRANSFERRABLE AND DO NOT EXTEND TO ANY SUBSEQUENT OWNERS.

UNDER NO CIRCUMSTANCES SHALL HEARTHSTONE BE LIABLE TO THE ORIGINAL PURCHASER OR ANY OTHER PERSON FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGE TO PROPERTY OR PERSONAL INJURIES, WHETHER ARISING OUT OF LOSS OF USE, BREACH OF WARRANTY, TORT, OR OTHERWISE, EVEN IF HEARTHSTONE HAS BEEN APPRAISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

QUALIFYING FOR WARRANTY COVERAGE

To obtain performance of any obligation under this document, the Original Purchaser must, within the applicable warranty time period, contact their original Hearthstone dealer, or the current responsible local Hearthstone dealer, for instructions regarding the return of defective parts for repair, the return of the appliance for repair, or to schedule a Dealer service call. The Original Purchaser should refer to the Dealer Network search engine contained on Hearthstone's Web site (www.hearthstonestoves.com) if the original dealer is not available, to find a Hearthstone dealer nearest to the Original Purchaser's location.

REMEDY

The remedy for any breach of the foregoing warranties will consist of repair or replacement, at Hearthstone's option, of any covered defect in the appliance. When the Original Purchaser contacts a Hearthstone Dealer, the Dealer on behalf of Hearthstone, as the case may be, will instruct the Original Purchaser to either return the defective part, or the entire appliance (if requested), to the Dealer or Hearthstone or allow a Dealer to make a service call at the place where the appliance is located. Hearthstone may require that a digital picture be provided to support the claim. Notwithstanding any other provision of this document, the Original Purchaser shall pay for any fees and service charges related to a Dealer's service call or the shipping charges associated with the return.

WARRANTY REGISTRATION

The Original Purchaser can complete their warranty registration on our website at www.hearthstonestoves.com, or send a completed and signed Warranty Registration Form, which is enclosed in the appliance document packet, to the following address:

Hearthstone Quality Home Heating Products, Inc.
Warranty Department
317 Stafford Avenue
Morrisville, VT 05661

👉 NOTE: SENDING IN THE SIGNED WARRANTY REGISTRATION FORM IS *NOT REQUIRED* AS A CONDITION OF WARRANTY COVERAGE OR HEARTHSTONE'S PERFORMANCE.