

Warranty



Ambe Warranty Conditions

Australasia

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1. Express warranty

- 1.1 This document sets out the warranty that applies in respect of Ambe products purchased in countries/regions administered by Ambe Distributors listed in the appendix.
- 1.2 This warranty is valid only within the country of purchase.
- 1.3 This warranty applies to new Ambe products purchased after 1 January 2014.

2. Nature of warranty

- 2.1 Subject to the exclusions in section 3 and clauses 2.2 – 2.5, we undertake to put right any defects of materials or workmanship by Ambe for the periods specified below:

Parts	Parts and Labour Warranty	Parts Only Warranty
Firebox	2 year *	5 year *
All other parts	2 year *	

*From date of purchase

- 2.2 Where an Ambe product is covered by a parts and labour warranty, the warranty covers both the repair by Ambe of the defective part or the provision of a spare part to replace the defective part and the installation of that part.
- 2.3 Where an Ambe product is covered by a parts only warranty, the warranty covers only the repair by Ambe of the defective part or the provision of a spare part to replace the defective part and does not include costs associated with the removal of the defective part or the installation of the repaired or replaced part.
- 2.4 Due to ongoing product development, Ambe reserves the right to change any specifications listed in this warranty without notice.
- 2.5 Ambe or an Ambe distributor must preauthorize all warranty work.

3. Warranty exclusions

3.1 This warranty excludes

- 3.1.1 Improper installation, failure to function due to accident, negligence or misuse, alteration or adjustment of the manufacturer's settings of components, any other alteration, lack of proper and regular maintenance, incidental or consequential damage, damage incurred while the appliance is in transit, and act of God.
 - 3.1.2 Any repair and replacements of parts that are subject to normal wear and tear during the warranty period, including paint, gaskets, batteries, and the discolouration of glass or the fuel bed.
 - 3.1.3 Minor expansion, contraction, or movement of certain parts causing noise;
 - 3.1.4 Changes in the interior/exterior surface finishes (e.g. any staining or soot/smoke damage caused by flue products);
 - 3.1.5 Damage to surfaces caused by fingerprints, scratches, or melted items;
 - 3.1.6 Damage caused by abnormally corrosive environments (e.g. sea salt corrosion);
 - 3.1.7 The use of products, including flue systems, that are not specified by Ambe;
 - 3.1.8 Damage caused by the installation of indoor fires outdoors and outdoor fires indoors;
 - 3.1.9 Cost of building work to access parts that need change or repair of wall afterwards;
 - 3.1.10 Cost of travel if the fireplace is installed further than the distance from the nearest service centre as specified in the appendix.
 - 3.1.11 Subjective factors (e.g. like noise or smell) that have been investigated by Ambe (or their technicians) and confirmed to be within normal operational parameters;
 - 3.1.12 Any differences in fireplace appearance from Ambe promotional images that is due to printing limitations, environmental factors or gas type.
 - 3.1.13 Damage caused by water entering the Ambe indoor products;
 - 3.1.14 Any consequential damage;
- 3.2 No dealer, distributor, or similar person has the authority to warrant Escea products beyond the terms contained in this warranty.
- 3.3 This warranty is automatically voided if the appliance's serial number has been removed or altered in any way.

4. Consumer guarantees (consumer law will vary between countries)

- 4.1 The benefits conferred by this warranty are in addition to the consumer guarantees and any other statutory rights you may have under the consumer law and/or other applicable laws.
- 4.2 You may be entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You may also be entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

5. How to make a warranty claim

- 5.1 To make a claim under this warranty, follow the process outlined in the appendix.
- 5.2 To make a valid claim under this warranty, you must:
 - 5.2.1 Lodge the claim with us as soon as you first become aware of the breakdown;
 - 5.2.2 Provide us with the Ambe product serial number;
 - 5.2.3 Provide us with reasonable proof of purchase for the Ambe product; and
 - 5.2.4 If required by us, provide us (or any person nominated by us) with access to the premises at which the Ambe product is located at times nominated by us (so that we can inspect the Ambe product).

6. Warranty claims

- 6.1 If you make a valid claim under a parts and labour warranty and none of the exclusions set out in section 3 and clauses 2.2-2.5 apply, Ambe will, at Ambe's election, either:
 - 6.1.1 Repair the relevant part of the Ambe product; or
 - 6.1.2 Replace the relevant part of the Ambe product with a product of identical specification (or where the product is superseded or no longer in stock, with a product of as close a specification as possible).
- 6.2 If you make a valid claim under a parts only warranty and none of the exclusions set out in section 3 and clauses 2.2-2.5 apply, we will, at our election, repair or provide a replacement part at no cost. Installation of that part is not covered under a parts only warranty.

Ambe Warranty Conditions

In this warranty, the words "we", "our", and "us" refer to all of the companies listed below depending on the region/country.

Regions	Ambe distributors
Australia	Escea Australia PTY LTD P.O. Box 176 Pennant Hills, Sydney, NSW 1715 1800 460 832 www.ambehome.com
New Zealand	Escea Ltd 17 Carnforth Street Dunedin, 9018, New Zealand 0800 17 3000 www.ambehome.com