



## WARRANTY FOR MASPORT RAKAIA ULTRA-LOW EMISSION BURNER

This warranty is provided in New Zealand by Glen Dimplex New Zealand Ltd and in Australia by Glen Dimplex Australia Pty Ltd. (together referred as “Glen Dimplex”) This warranty is provided to the first domestic purchaser of a Masport Rakaia Ultra-low Emission Burner. It applies from the date of purchase from or through an authorized Masport Fire Distributor in relation to each product or component for the period below.

TYPE OF PART	WARRANTY (In Years)	
	PARTS	LABOUR
BURNER's STEEL FIRE BOX	20	10
RAKAIA CATALYTIC COMBUSTOR & DAMPER RELATED PARTS *	2	1
DOOR GLASS & SEAL	2	1
MASONRY BRICKS	2	1
RAKAIA DAMPER COMPONENTS	2	1
GLEN DIMPLEX FLUE SYSTEM	2	1
* REFER SECTION 7 ON PAGE 20 FOR LIST OF PARTS		

During the warranty period, Glen Dimplex will repair or replace (at its option) any Masport Wood Fire which is found to be defective in materials or workmanship. Repairs will be carried out by an approved Masport Heating Service Agent.

### What is covered under this warranty?

- Repair or replacement of parts
- Labor costs relating to the Wood Burner
- Reasonable transport or travel costs.

Consumers may have additional rights under the Consumer Guarantees Act 1993 (New Zealand) or the Australian Trade Practices Act 1974 including the Australian Consumer Law.

### Conditions

This warranty does not apply and will be void where:

- The Wood Burner is not installed in accordance with AS/NZS2918/:2001 or any building code or consent;
- The Wood Burner is not installed by a qualified specialist installer;
- Any electrical work has not been carried out by a Registered Electrician;
- The Wood Burner has been moved and reinstalled, or has been modified in a manner that is not consistent with the Installation Guide or the Owner's Manual;
- The Wood Burner has not been installed, operated, or maintained according to the Installation and Operations Manual;
- The Wood Burner is acquired for business use in any way.

### **What is not covered?**

- Wear and tear, including wear and tear through normal use on Multi-fuel fire grates and cast-iron firebox liners.
- Labor costs relating exclusively to components not manufactured by Glen Dimplex.
- Damage caused by incorrect use or the burning of treated or painted wood, driftwood or other fuels which are not recommended;
- Travel costs for a distance greater than 50 km from the nearest approved Masport Heating Service Agent. (The location of the Wood Fire must be advised to Glen Dimplex or its sales agents at the time of purchase or using warranty registration form)
- Defects, malfunctions, or failures caused by incorrect installation, poor installation, normal wear and tear, misuse, neglect, accidental damage, or failure to follow operating instructions in the Owner's Manual (including fuel selection, product operation and maintenance instructions), repairs or modifications by persons not authorised by Glen Dimplex, use of parts not supplied by Glen Dimplex, or damage or other events which have occurred since the product left the control of Glen Dimplex.
- Direct, indirect, or consequential losses or special damages of any kind (including costs of collection and delivery) other than repair or replacement of products or components under this warranty, where any goods are acquired or used for the purposes of a business;

### **How to obtain warranty service?**

- Completed Warranty registration form (previous page) needs to be mailed within 30 days of installation to your Glen Dimplex Warranty Registration Department.
- Warranty Claims must be made at the place of purchase.
- Reasonable proof of purchase date is required to make a warranty claim. You should keep your purchase receipt.
- Warranty repair will be completed according to the normal work practices of the service agent.
- Make the faulty part(s) available to Glen Dimplex for inspection so that the validity of the claim can be established by them.

### **Manufactured in New Zealand by:**

#### **GLEN DIMPLEX NEW ZEALAND LTD**

NZ Registration No – 1506305

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\*Glen Dimplex New Zealand Ltd reserves the right to change specifications, the content of this manual or the design of its product without prior notice.