

SFL Conditional Limited Manufacturing Defect Warranty

SFL undertakes for the period as detailed below, to warrant its product/s against defects resulting from manufacturing processes and workmanship to the extent that the failure is not caused or contributed to by non compliance with Conditions 1 to 3 below. SFL will reserve the right - should it so wish - to charge a proportion of its costs in complying with this undertaking equal to the proportion of the expected life of the products which has expired prior to the failure.



**EXTENDED
WARRANTY**

20 Year	15 Year	10 Year	5 Year
NOVA	STOVE Sflue	SUPRA ^{plus}	IL
	EUROPA ^{plus}	SIGMA	ILS
			SW

Our Warranty **EXCEEDS** Industry Standards

Conditions

1. General installation compliance – the installation of the product/s must be in accordance with:

- Current SFL installation instructions and sales literature.
- Building Regulations Part J and associated British / European Standards and Codes of Practice.
- Appliance manufacturer's installation instructions.
- Where the product is installed externally in exposed coastal locations or where the environment contains chemical solvents etc, the outer case and associated support components must be protected with a suitable coating to protect against potential corrosion.
- Using the manufacturer's approved fixings, fittings and support components.

2. Suitable fuels and appliance types:

- The product/s should only be used for fuels and appliance types as detailed within the associated product literature.
- Where the product/s are suitable for solid fuel, only those fuels that are approved under the HETAS scheme should be used. Under no circumstance should fuels containing petroleum coke, blended coke, industrial coal or high halogens based fuels be used.
- Where wood is used in traditional stoves, the wood must be seasoned to a moisture content of less than 20%.
- Where used on biomass appliances, any biofuel fuel with the exception of wood pellet and wood chip fuels - as described by the requirements of clause e (below)- must be approved by SFL in writing prior to purchase of the system.
- Where wood chip and wood pellet fuels are used, the fuel must conform to BS EN 14961 Parts 1-6 and be approved under the HETAS Fuel Quality scheme.
- The product diameter has been correctly sized to the appliance rated output as per EN 13384-1 and the appliance has at all times been correctly operated and well maintained in accordance with the manufacturer's installation instructions.

3. Maintenance requirements / operation:

- a) Maintenance must be undertaken on the product/s as detailed in the associated installation instructions and sales literature or as detailed within national regulations and standards.
- b) Where the product/s are used on solid fuel, the chimney should be swept and inspected a minimum of twice a year by a registered NACS / NACE Chimney Sweep. Evidence of professional sweeping in the form of a sweeping & inspection certificate must be made available where a claim is made.
- c) Under no circumstances should chemical cleaning products be used.

Exclusions / Limitations:

1. The liability hereby undertaken shall be the sole liability of SFL in relation to the product/s and SFL accepts no other liability for loss of profit, re-installation, economic loss, damage to buildings or any other loss or damage whatsoever whether caused by negligence (except for personal injury or death arising there from), or any other cause whatsoever.
2. Damage to the product/s resulting from improper installation or repair, misuse or abuse, vandalism (including, but not limited to, excessive or improper operating conditions for example: Overfiring or chimney fire), or alteration / adjustment other than in compliance with our installation instructions.
3. Any products that have been moved from their original place of installation or acquired second hand.
4. Damage that may result from accidents such as fire, floods, high winds, "acts of God", or any other contingency beyond our control.
5. Corrosion – All SFL products are manufactured where required to the material specifications detailed within the relevant standards. Both the liner and outer case can be subject to corrosion resulting from low quality non approved fuels, chemical contamination / solvents, slumbering for long periods, coke/coke blend fuels, poor maintenance & coastal installations etc. Corrosion in general is not a manufacturing defect but constitutes a chemical attack on the product itself and as such is not covered under warranty.
6. Factory-finished painted product is covered as above, with the exception of the paint finish itself.
7. Joint Seals, Expansion Bellows, Terminals, Tee Caps and Condensate Collectors are only covered by a 12 month warranty due to the nature of their application.

Warranty Claim Procedure

1. Should a potential defect occur or be suspected with the chimney system, the connected appliance MUST be switched off immediately and a professional called to assess any concern.
2. Any potential claim must be made in writing to SFL within 7 days of the inspection and include proof of purchase, name of installer AND inspection report together with a detailed account of the problem. The claim MUST be received before the warranty period has expired.
3. SFL will then evaluate the claim and confirm course of action within 14 days of receipt.

SF Ltd
Customer Services Department
Pottington Business Park
Barnstaple, Devon
EX31 1LZ

Tel: 01271 32 66 33 **Fax:** 01271 33 43 03

Web: www.sflchimneys.com
Email: info@sflchimneys.com

