

WARRANTY

To validate this manufacturer's warranty, you must return the enclosed registration card.

All gas heaters delivered to a UK mainland address are covered by our 12 month limited warranty. Should you have any problems, please use the contact details at the back of this manual. Please quote your invoice number and serial number, which can be found on the label on the back side of door. Also, if purchased through a dealer or installer, provide name their name and contact details.

Muztag Outdoor Fires Ltd make every effort to ensure all heaters leaving the factory are in perfect working order. Every heater is burn tested and leak test in accordance to CE Regulations.

To return your heater, you must first obtain a returns number. Goods returned without a valid returns number will be rejected.

1. The warranty protects the heater for the end user against defects in materials and workmanship for the period of one year, which begins on the date of purchase by the customer.
2. Under the warranty the end user is responsible for the cost of packaging and shipping the unit to us. We are not liable if the machine is improperly packed resulting in damage during transit. Please retain all original packaging together with manuals, as this will assist in returning the product in the correct packaging.
3. We will rectify the fault within a reasonable amount of time from the point of receipt at our factory.
4. The warranty covers only those defects which arise as a result of normal use of product, and do not apply to any: Improper & inadequate maintenance or modification. Repairs carried out by non-qualified technician. Damage caused by improper handling or installation. Operation outside the product specifications. Physical damage, accidental damage, neglect, or user abuse. Normal wear and tear.
5. If there is no fault found or the problem has been caused by third party installer, user error or physical damage and any of the reasons stated in section 4, a no fault found charge may be applied, you will be emailed and phoned to confirm this charge within 7 days of the item being tested, you will also be charged return carriage for return of your goods.
6. The warranty applies to the original owner of the heater and is non transferable.
7. We reserve the right to repair or replace any faulty components. Faulty goods may be replaced with factory-refurbished products.
8. The warranty is void if, there is any attempt made to repair the system by a non-qualified technician third party, or if the system is inadequately or improperly maintained or modified All repairs and replacements will carry a 90 days warranty or the original warranty balance, whichever is greater.
9. We reserve the right to replace discontinued products that are still under warranty with the nearest equivalent specification product.
10. This document is not proof of purchase or proof of warranty,

Non-Faulty Returns Conditions

For non-faulty returns purchased directly from Muztag Outdoor Fires Ltd, please contact us for a returns number. All non-faulty returns must be returned within one month of purchase. They must be returned undamaged in their original undamaged packaging, along with all accessories and manuals etc. If any returned item is damaged or parts missing, including the original packaging and manuals etc., we reserve the right to charge a 15% restocking fee. Goods returned after one month of purchase will be liable for a 15% restocking fee. Any goods found to be damaged upon receipt at our factory, may be subject to a repair fee of up to 50%.

Goods Damaged in Transit

If goods are visibly damaged on receipt, it's important to sign for the goods as damaged on arrival with the courier and then contact us immediately.