

# HENLEY STOVES TERMS & CONDITIONS

**You need to register your warranty online or via the post in order to activate the warranty for your stove. <http://service.henleystoves.com/wp/>**

**Failing to register your stove will only give you standard Henley Warranty, (see below)**

## Warranty Terms & Conditions

### **Room Heater Stoves - 5 Year Warranty**

- 1 year standard manufacturers warranty as in accordance with EU regulations.
- 2 year standard Henley warranty
- 2 year extended Henley warranty will be added if stove warranty is registered online within first 3 months of purchase of your new Henley room heater stove.

### **Boiler Stoves - 3 Year Warranty**

- 1 year standard manufacturers warranty as in accordance with EU regulations.
- 2 year extended Henley warranty will be added if stove warranty is registered online within first 3 months of purchase of your new Henley Boiler Stove

## Stove Fitting / Installation

- The appliance must be installed by a HETAS / METAC approved fitter in accordance with Building Regulations in order for the warranty to be valid.
- If upon opening the stove, it is found to be damaged in any way, do not attempt to install the stove. Return to retailer where it was purchased from.
- Please ensure that the appliance is the correct size (kW) to effectively heat the room where it is to be installed to avoid poor performance issues.

## Warranty Limitations

- Grates & Baffle Plates are guaranteed for 1 year.
- There is no guarantee on glass parts or fire bricks.
- Please note Fire Bricks will develop hairline cracks over time & only need to be replaced upon total disintegration of the brick, where you can see metal side of stove.
- Please note issues such as replacing fire rope, replacing the door handle, paint peeling, bricks cracking, replacing grate, glass or baffle does not warrant a service call and can be easily done using the instructions in the manual.

## Terms of Warranty

### **This warranty is only valid if:**

- The unit has been installed in accordance with the latest building regulations.
- The chimney which services the stove is in accordance with the latest building regulations.
- All installation instructions in the manual have been followed.
- The stove is operated as described in the manual.
- The stove is only used to burn fuel as described in the manual.
- Any stove installed must have a rain cap fitted to the top of the chimney.

### **This Warranty Does Not Cover:**

- Damage resulting from the use of fuel not recommended in the manual.
- Where a crack appears on top of stove, resulting from a layers of pipework placed all the way to ceiling with no twin-wall adapter or joist support to carry the weight of these pipes.
- Parts which are damaged by external causes such as unadapted chimneys, thunderstorms, dampness, faulty plumbing, faulty fuel and mistreatment.
- Any nuts or bolts of handles that become loose due to use or mistreatment
- Body paint peeling / Enamel Cracking due to stove being over-fired
- Breakage of glass
- If the appliance is not serviced on a yearly basis according to instructions below.

## Annual Service

Once a year service should be completed by a HETAS / METAC approved fitter. **Service Checklist:**

- 1) Door is sealed correctly. (You may need to change fire rope & also adjust locking nut on door handle.)
- 2) Remove all consumable parts - baffle, grate, fire retainer & bricks. Clean & Examine, replace if damaged.
- 3) Examine all paintwork. If paint has faded, stove may need to be repainted due to over-firing.
- 4) Ensure that chimney or flue system is installed and supported correctly and that all joints are sealed properly.

## Replacement Parts

- Replacement parts are available through your local stockist.
- Please contact the shop where you purchased your stove in order to clearly identify the replacement part you require.
- If you are unsure where the stove was purchased, please visit our website [www.henleystoves.com/stockists/](http://www.henleystoves.com/stockists/) to find a list of your local stockists.
- If you contact Henley Stoves directly regarding replacement parts you will be directed to our website or forwarded to your local stockist.

## Maintenance

- Neglecting to regularly service your Henley Stove or maintain it to an acceptable standard IE if parts are clearly damaged, burnt out & not replaced.
- Failure to replace consumable parts in your stove will result in irreparable damage to stove & will invalidate your warranty

## Boiler Stoves - Installation & Maintenance

- Henley Stoves advise that you consult with a heating specialist to determine the correct size & BTU's for your heating requirements, **before** you install a Boiler Stove.
- We strongly recommend that our stoves are plumbed independently. We do not advise you use a dual system which incorporates both oil & solid fuel, running at the same time. In our experience this system does not work.
- If you are experiencing an issue with the plumbing such as no hot water being pushed to the radiators or a low heat output to the room, Henley Stoves can only offer advice.
- Henley Stoves can recommend a name of an independent service engineer to determine if there is an issue with the stove or the plumbing.
- The service engineer will provide a detailed report outlining any issues (if any) at a cost to you for €450 (this fee may vary depending on location) which is prior to any inspection. Once a report is received from a qualified engineer, Henley Stoves will assess & make a decision based on the report's results.
- We strongly recommend only qualified HETAS / METAC approved plumber installers as unqualified installers will void your warranty.
- Failure to fit a rain-cap will cause water to come down chimney & pool on top of stove. This will cause severe corrosion & has in our experience been a leading cause in Boiler Stoves leaking.
- If we find the stove has been flued out the top with no rain cap fitted, the warranty is null & void.
- We also require proof of maintenance and/or detailed service record in order for warranty to be valid.
- Henley Stoves can only replace a Boiler stove found with a leak after it has been delivered to our warehouse for a forensic examination. After examining we will determine if the stove should be replaced or not.
- We will not cover any additional costs of plumbing or labour.

## Insert Boiler Stoves

- Insert Boiler Stoves are primarily designed to heat water to radiators.
- In some cases if the stove is running too many radiators, the heat output can vary from 2kW to 5kW heat output to the room.
- We strongly recommend that a radiator is fitted in the room where the stove is installed, to maximize heat output to the room.

## Downdraught

- If you are experiencing an issue when refueling the stove, i.e. smoke spilling back into the room, in our experience this is caused by the stove being fitted in a bungalow or chimney stack is too low.
- You will need to contact a chimney specialist to rectify this problem. Henley Stoves can only offer advice.

## Contacting Henley

The fastest way to help a customer who has an issue with one of our stoves, is to email [services@henleystoves.com](mailto:services@henleystoves.com) with the following:

- Customer's full name & address & telephone number
- Name of the shop where you purchased the stove
- Name & telephone number of the person who fitted the stove.
- Detailed photographs of issue with stove
- Once we receive this information, we will contact the customer to resolve the situation.
- Brief description of the problem in writing.

# HENLEY STOVES WARRANTY FORM

All warranty claims will only be entertained only when the online warranty form is completed, this can be found at "www.henleystoves.com/registeryourstove" is completed and submitted with a photo or scan of the original dated proof of purchase. Otherwise you can fill in below details along with a photo or scan of the original dated proof of purchase and mail these to Henley Stoves, Service Dept. Curraheen, Tralee, Co. Kerry, Ireland.

## Personal Information

Name: .....  
Address: .....  
.....  
.....

## Dealer appliance was purchased from

Name: .....  
Address: .....  
.....  
Phone: .....

## Essential Information - MUST be completed

Phone: .....  
Date installed: .....  
Model Description: .....  
Serial No.: .....

## Installation Engineer

Company name: .....  
Address: .....  
Serial No.: .....

HETAS Approved (Please tick relevant box):  Yes  No If Yes, please include certificate of compliance.