



Limited Lifetime Warranty

ZERO-CLEARANCE FIREPLACE, MODEL "ASTRA 24"

Revised: July, 2017

SUPREME FIREPLACES INC. warrants that the factory-built fireplaces, fireplace inserts, and stoves will be free from defects in material and workmanship, under normal use and service, for a period of **twenty-five (25) years** from the date of purchase.

This warranty is only intended for the original retail purchaser, given that the product was purchased from SUPREME FIREPLACES INC. or one of its authorized dealers. This warranty is conditional upon correct installation and intended use of the products and does not cover damages caused by misuse. This warranty shall be void if the fireplace and stove is not installed by an authorized qualified technician in accordance with the installation instructions in the manual provided with this product. The installation must meet local and national building codes.

WARRANTY LIMITATIONS:

Abuse and improper use of the unit may cause irreversible damage and will void the warranty.

- I. During the first two years of the Limited Warranty, SUPREME FIREPLACES INC. will provide replacement parts at no charge and will also pay for reasonable labor costs, except for the parts listed in the EXCLUSIONS portion of this warranty.
- II. During the third through the fifth year of the limited warranty, SUPREME FIREPLACES INC. will provide replacement parts (if available) at no charge, except for the parts mentioned in the EXCLUSIONS portion of this warranty. Supreme Fireplaces Inc. shall not be responsible for any labor costs.
- III. From the sixth through the twenty-fifth year of the limited lifetime warranty, SUPREME FIREPLACES INC. will provide replacement parts (if available) at 50% of the retail price, except for the parts listed in the EXCLUSIONS portion of this warranty. SUPREME FIREPLACES INC. shall not be responsible for any labor costs.

Transportation, packaging, and other related costs or expenses arising from the replacement or repair of defective parts will not be covered by this warranty, nor will SUPREME FIREPLACES INC. assume responsibility for them.

EXCLUSIONS:

SUPREME FIREPLACES INC. shall not be responsible for any labor costs for the replacement or repair of any electrical components, painted/plated parts, secondary air burning system, and the combustion air control.

The following parts are guaranteed for 1 year: blowers, painted/plated parts, secondary air burning system, soapstone, and door gasket.

The following parts are guaranteed for 90 days: ceramic glass (**thermal breakage ONLY**).

This warranty applies to normal residential use only. Damages caused by acts nature or natural disasters, accidents, over firing, misuse, abuse, negligence, improper installation, alterations or substitutions of components of the fireplace insert, abrasives, chemical cleaners, and negligence are not covered by this warranty. Burning anything other than natural wood will damage your fireplace and void the warranty.

SUPREME FIREPLACES INC. will not be responsible for environmental conditions such as inadequate vents or ventilation, excessive venting configurations or negative air pressures which may or may not be caused by mechanical systems such as exhaust fans, furnaces, clothes dryers, etc.

The manufacturer at its discretion may decide to repair or replace any part or unit after inspection and investigation of the defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).

The manufacturer shall in no event be responsible for any consequential damages of any nature, which are in excess of the original purchase price of the product. Any complete fireplace, or part thereof, that is replaced or serviced under this warranty will be warranted for a period not exceeding the remaining term of the original warranty.

This Limited Lifetime Warranty is effective on all appliances sold and supersedes any and all warranties currently in existence.

Please register your SUPREME product online at www.supremem.com/registration.php to ensure full warranty coverage. Prior to contacting SUPREME FIREPLACES INC., have the following information available for warranty claim processing:

- **Customer information (name, telephone number, and address)**
- **Proof of purchase**
- **Model name and serial number (see Section 2.7)**
- **Detailed description of defected component**
- **Digital pictures (if necessary)**

In the case of a return for repair or replacement, it is the responsibility of the customer to adequately package the component/unit to prevent further damage during transport. Items sent to the SUPREME FIREPLACES INC. without an open warranty claim will be returned to the sender.

Warranty claims should be addressed to:
SUPREME FIREPLACES INC.
3594 Jarry East, Montreal, QC
H1Z 2G4, Canada
T: 877-593-4722, F: 514-593-4424
Website: www.supremem.com
E-mail: info@supremem.com