

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 **ten (10) years** from the date of purchase.

This warranty is only intended for the original retail purchaser and is non-transferable, 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, fireplace insert or wood 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.

DESCRIPTION	COVERAGE	LABOUR
Patented combustion air control, chimney sweeping cap, door handle (breakage only), door latch assembly, podium structure of wood stove series, legs of wood stove series, circulating chamber of fireplace insert series, bimetallic strip of combustion air control, removable ash lip, surround structure, cold hand key, wall intake and outtake grilles of gravity kit	10 years	2 years
Baffle (excluding bypass mechanism), bottom plate, stainless steel components, cast iron panel, firebox soapstone slab, exterior door frame, liner adaptor of Fusion series	5 years	2 years
Painted and plated parts, door gasket	2 years	1 year
Electrical components	2 years	90 days
Glass panel (thermal breakage only)	90 days	90 days

Please register your SUPREME product online at <https://supremem.com/warranty.php> to ensure full warranty coverage. Prior to contacting your dealer, have the following information available for warranty claim processing:

- **Customer information (name, telephone number, and address)**
- **Proof of purchase**
- **Model name and serial number**
- **Detailed description of defected component**
- **Pictures (minimum of three)**
- **Videos of the issues**

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 SUPREME FIREPLACES INC. without an open warranty claim will be returned to the sender.

WARRANTY LIMITATIONS:

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

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.

Freight related damages of products that are shipped directly from the SUPREME INC. warehouse are covered under warranty if they were indicated on the Bill of Lading from the carrier and SUPREME FIREPLACES INC. is notified within 48 hours.

This warranty is void for any fireplace, wood stove or fireplace insert that wasn't purchased from an authorized SUPREME FIREPLACES INC. dealer.

The warranty does not cover any physical or esthetic damages that were caused by glass cleaners, soap, or any other cleaning products.

Soapstone is a natural material. Normal wear and tear of the soapstone may result in surface fractures or small hairline cracks. Since these do not affect the functionality nor the integrity of the product, the warranty only covers fractures that are over 3 mm thick and spread across one extremity of the slab to the other.

Deformations, discoloration, corrosion and scratches are not covered under warranty.

All parts are limited to one replacement per warranty term.

This warranty does not cover the labor or other related costs for the removal of a product already installed, the installation of a replacement product and the shipping and handling for the return of a product or for the replacement part.

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, 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.

This warranty is void for any product that has been moved from its original installation location.

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

The noise generated by the expansion and contraction of the metallic components is normal as they heat up and cool down and are not covered under the warranty.

Labour covered under the warranty must not exceed the retail price of the part being replaced, are based on a predetermined rate amount found in the dealer program, exclude dealer travel costs and are disbursed to the dealer.

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.

Repairs and/or replacements of parts and labor covered under warranty must be preauthorized by SUPREME FIREPLACES INC.

A proof of purchase (copy of the invoice) is required for all warranty claims, as well as the completed warranty claim form and pictures/videos of the issue.

This **Limited Warranty** is effective on all appliances sold after May 31st, 2022, and supersedes any and all warranties currently in existence.