



At the heart of your home



**IMPORTANT:**

To claim the warranty, you must register your fire within **30 days of installation**. Scan the QR Code to register your fire or visit [www.bfm-europe.co.uk](http://www.bfm-europe.co.uk)



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Please remember that to maintain this warranty your gas appliance must be serviced every 12 months by a suitably qualified Gas Safe Registered engineer and substantiated by means of a valid service record and receipts that are provided through the company website.

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# Welcome to your new gas fire.

You now own an appliance that is manufactured to the very highest standards for both safety and durability. When properly used and maintained, the fire will perform perfectly for many years.

This leaflet contains useful tips to help you get maximum benefit from your installation. It also contains details on how to use our warranty service by following these simple steps.

We hope you enjoy your stunning new gas fire.



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## STEP 1: REGISTER YOUR FIRE & INSTALLATION.

You must complete the product registration via the Company Website within 30 days of installation. The terms and conditions of the warranty are detailed in this leaflet and do not affect your statutory rights.

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## HAVE A PROBLEM WITH YOUR FIRE?

1. Any cosmetic damage should be reported to The Company within 7 days of purchasing the product.
2. If a problem occurs within 60 days of installation, please contact your installer as the fault may be a result of the installation.
3. Should you still require the company to organise a service engineer visit within the initial 60 days of installation, we reserve the right to ask for advance payment for the visit. If after the visit, it is deemed to be a fault with the fire due to manufacturing or material defects, we will refund the advanced payment.
4. If a problem occurs after 60 days of installation and your installer confirms that the fire has been installed correctly in accordance with the product installation manual, please contact our service call centre on 01782 339008.

# Conditions of Warranty

## 5-year Warranty

BFM Europe Limited (hereinafter referred to as The Company) warrants your gas fire against manufacturing and material defects for a period of 12-months parts and labour followed by an extended period of 4 years parts only providing the product is serviced every 12-months by a Gas Safe Registered engineer who is suitably qualified to work on gas fire, is substantiated by means of a valid service record/receipts and the following conditions and limitations are adhered to.

- 1.** Gas fire installation must be carried out by a Gas Safe Registered engineer who is suitably qualified to work on gas fires and in accordance with the installation instructions supplied with the product. The product must only be operated in accordance with the user instruction book.
- 2.** Gas fires must be serviced every 12 months from the date of installation irrespective of use by a Gas Safe Registered engineer who is suitably qualified to work on gas fires and substantiated by means of a valid receipt/service record. The service must also be logged on your online service card via the Company website.
- 3.** The company provides a 30-day grace period following the annual anniversary of the installation date to service your fire. If the service is not completed within this period, the extended warranty will be voided.
- 4.** Although not mandatory, we strongly recommend the oxy-pilot or thermocouple assembly is replaced every 12 months along with the annual service. This ensures optimal performance of this safety device that is designed to monitor the level of oxygen in the room to which the gas fire is installed.
- 5.** Any cosmetic damage should be reported to The Company within 7 days of purchasing the product. The Company will not be liable for product that is installed if cosmetically damaged/incorrect required product specification.
- 6.** This warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship after confirmation of the defect by the company, provided that such part(s) have been subjected to normal conditions of service.
- 7.** After the first 12-month period, any costs for installation, labour, or related expenses associated with the repair or replacement of defective parts will no longer be covered by this warranty.
- 8.** The Company does not assume responsibility for any incidental, indirect, or consequential losses or damages (e.g. loss of earnings, business losses, stress or inconveniences), except as provided by law.

9. All other warranties – expressed or implied – with respect to the product, its components and accessories or any obligations/liabilities on the part of the Company are hereby expressly excluded.
10. The Company neither assumes nor authorises any third party to assume, on its behalf, any other liabilities with respect to the sale of this Flavel Gas Fire.
11. The warranty as outlined within this document does not apply to other Flavel gas fire products such as prefabricated flue boxes and flues.
12. The Company will not be responsible for: -
  - a. Down drafts or spillages caused by environmental conditions such as nearby trees, buildings, rooftops, hills or mountains.
  - b. Inadequate ventilation or negative air pressure caused by mechanical systems such as extraction fans, cooker extraction hoods, clothes driers etc.
  - c. Blocked or damaged parts (injectors, valves, Oxypilot, burners), which is caused by debris or foreign matter from the gas supply or gas supply pipework.
13. This warranty is void if: -
  - a. The fire has been operated in atmospheres contaminated by chlorine, fluorine or other damaging chemicals.
  - b. The fire is subjected to prolonged periods of dampness or condensation.
  - c. Any damage to the Combustion Chamber, Heat Exchanger or other components due to water or weather damage, which is the result of, but not limited to, improper chimney/ venting installation.
  - d. Any alteration, wilful abuse, accident or misuse of the product.
14. The 5-year gas fire protection will not be granted if the warranty registration is not duly completed in full via the Company website within **30 days** of the installation. If the warranty is not submitted within the timeframe, or is found to be incorrect, you will only be eligible to receive a 12-month manufacturer's warranty.
15. The warranty scheme does not apply to: -
  - a. Parts that need to be replaced on a routine basis e.g. coals, ceramic fuel bed, bulbs and fuses.
  - b. Cosmetic blemishes to polished metal and painted surfaces.
  - c. Surface crazing to fibre liners.
  - d. Fire surrounds and cabinets.
  - e. Batteries, wires or leads.
  - f. Glass parts.
16. After the first 12 months, the extended parts only warranty does not apply to: -
  - a. Oxypilot and thermocouple assemblies.
17. All Manual and slide control gas valves along with the corresponding burner assemblies are covered for 12 months, including parts and labour, followed by an additional 4-years parts-only cover provided the fire is serviced every 12-months by a Gas Safe Registered engineer and substantiated by means of a valid service record/receipt.

18. All electronic remote control or EFC gas valve units, handsets, and V-module components of the fire along with the corresponding burner assemblies are covered for 12 months, including parts and labour, followed by an additional 12 months of parts-only cover provided the fire is serviced every 12-months by a Gas Safe Registered engineer and substantiated by means of a valid service record/receipt.
19. If the product is replaced the warranty period will not be extended beyond the original product warranty period.
20. The Company reserves the right to withdraw this warranty offer at any time.

**THIS WARRANTY DOES NOT, IN ANY WAY, AFFECT YOUR STATUTORY RIGHTS.**

WARRANTY REGISTRATION MUST BE COMPLETED IN FULL ONLINE ON THE COMPANY WEBSITE.

THIS INFORMATION IS STRICTLY CONFIDENTIAL AND WILL NOT BE PASSED ON TO ANY THIRD PARTY AND IS SOLELY TO FACILITATE ACCURATE AND PROMPT SERVICE BACK UP.

Should Warranty Service be required, contact your supplier or our Service Centre on 01782 339008.

**BFM Europe Ltd, Trentham Lakes, Stoke-on-Trent, Staffordshire ST4 4TJ**

**Tel: 01782 339000**

**[www.bfm-europe.com](http://www.bfm-europe.com)**

**email: [info@bfm-europe.com](mailto:info@bfm-europe.com)**



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## STEP 2: MAINTAINING YOUR FIRE.

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### How to look after your new gas fire

The following list gives a few handy tips for looking after your new gas fire. It is by no means exhaustive, so before using the appliance please read the User Instructions thoroughly.

- 1 Ensure that the fire is installed by a suitably qualified professional with Gas Safe Register membership.
- 2 When first using your new fire, a slight smell may be noticed. This is due to starch used in the manufacture of the soft ceramic coals. It is non-toxic and will soon disappear. (Duration will vary depending on the fire.)
- 3 Ensure the fire is serviced every 12 months by a Gas Safe Registered engineer. This is a condition of your warranty.
- 4 Rubbish of any type must **NEVER** be thrown onto the fuel bed as this could affect safe operation and damage the fire.
- 5 The fire is intended to be complementary to the central heating system rather than serve as the main source of heat. It should not be used for excessively long periods.
- 6 In the interests of personal safety, a suitable fireguard is recommended when pets, children, the elderly and the infirm are present.
- 7 Only the correct number and type of ceramic logs/coals must be used. If replacements are required ensure complete and genuine sets are used. The fire must never be run with the wrong number of or damaged ceramic logs/coals.
- 8 For cleaning instructions refer to the instructions provided.
- 9 Black painted metal parts should be gently cleaned with a damp cloth.
- 10 Abrasive cleaners and chemical cleaning agents must never be used as damage to the paint may result.

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## STEP 3: SERVICING YOUR FIRE.

- 1 In the unlikely event of a problem with your appliance, before contacting BFM Europe Ltd for assistance, ensure that the appliance has been operated in accordance with the instructions.
- 2 Any spare part(s) claims under the extended warranty must be verified by a suitably qualified Gas Safe Registered engineer beforehand. The details of the engineer must be provided as required (Name, Contact, Email, Gas Safe Register No.) We reserve the right to contact the engineer and verify all details before issuing any parts.
- 3 We reserve the right to ask for advance payment for a service engineer visit in instances we believe the issue is likely to be a result of installation error rather than appliance fault. If after the visit, it is deemed to be a fault with the fire due to manufacturing or material defects, we will refund the advanced payment.
- 4 Spare parts purchases can be replaced by telephoning your stockist or by using our website. Visit [www.bfm-europe.com/catalogue/spares](http://www.bfm-europe.com/catalogue/spares)
- 5 If you require an annual service or warranty repair telephone our Service Centre on 01782 339008\*.

\* For quality and training purposes we may monitor or record your communications with us.

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### PURCHASE DETAILS

Model Number: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Date of purchase: \_\_\_\_\_ Date of Installation: \_\_\_\_\_

Retailer Name: \_\_\_\_\_

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### SERVICE RECORD

Please ensure your engineer completes this record card after each annual service and that the details are also **logged on your online service record card** via the company website.

Year	Date	Engineer Name	Engineer Mobile	Engineer Email	Gas Safe Register No.
1					
2					
3					
4					
5					
6					