



**DIRECT  
STOVES**

**charnwood**  
EXCEPTIONAL FIRES



Warranty Registration

# Register Your Extended Warranty

## Step 1

Once you have received your stove send an email to [sales@directstoves.com](mailto:sales@directstoves.com) with your stove's serial number and we will **generate a guarantee code for you.**

The serial number can be found on a lift up tab found on the upper rear left side of stove.

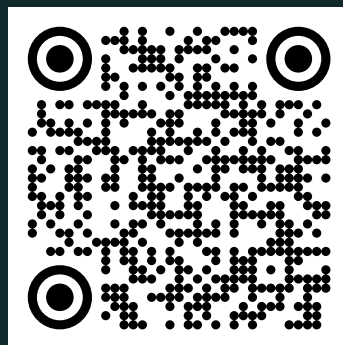


---

## Step 2

[Click here to register >](#)

Or scan this code with your camera.



---

## Step 3

Fill out the registration form using the guarantee code we have sent you.

---

## Step 4

Sit back and relax knowing your stove is covered with a 10 year warranty.



## CHARNWOOD ENHANCED **10 YEAR** GUARANTEE

### TERMS AND CONDITIONS

The firebox of your Charnwood Stove is guaranteed against material and manufacturing defect for a period of **Ten years** for non-integral boiler stoves, or three years for integral boiler stoves from date of purchase.

The guarantee registration form must be completed online and submitted within 14 days of purchase to enable the guarantee to be activated. This guarantee is not transferable and is extended only to, and is solely for the benefit of the original purchaser of the stove. Please retain your dated receipt as proof of purchase.

The following conditions apply:

If any part fails due to manufacturing or material defect within the guarantee period Charnwood will free of charge, either repair or replace the part at their discretion. The decision of Charnwood is final.

All claims on this guarantee must be made through the supplier of the appliance and must be accompanied by proof of purchase.

This guarantee is for parts only. The cost of labour is covered by the guarantee for the first year only - this excludes any consumable parts (which typically are easy to replace).

### 3 YEAR NO QUIBBLE

Consumable service items (as listed below) are not typically covered by most guarantees, however our enhanced no quibble guarantee covers these for a period of 3 years from the date of purchase. This is subject to a fair use policy. Advice will be given in the case of claims for failures, and we reserve the right to refuse replacement for any reason. This covers the replacement parts only and not any associated labour fitting costs.

### CONSUMABLE ITEMS

Grate Components, Internal protection plates, Throatplates, Bricks, Door Rope Seals, Gaskets, Ashpans, Glass.

Nothing in this guarantee shall affect your statutory rights. This guarantee is applicable in the UK and Ireland and its application operates in accordance with the laws of England and Wales.

*Please note: If you have purchased your stove outside of these areas through one of our authorised import partners your guarantee will be managed by them. Please visit our Worldwide Where To Buy section of our website for a full list of authorised import partners. For Charnwood AU details can be found within the stove instruction manual.*

### EXCLUSIONS AND LIMITATIONS

This Guarantee does not cover the following:

- Charnwood will not be liable for any consequential loss or incidental loss, damage or injury however caused.
- This guarantee will become void if the appliance is not installed by a suitably qualified person (e.g. Hetas or other competence scheme registered in the UK) and is not installed in accordance with the current Building Regulations.
- This guarantee will become void if the appliance is not installed in accordance with the installation instructions and is not regularly serviced, in accordance with the installation instructions.
- If the product is subject to misuse or neglect, including the use of non-recommended fuels.
- If repairs or modifications have been carried out by anyone other than Charnwood or their authorised representatives.
- Damage caused by over-firing of the stove. Please refer to our operating instructions for further details.
- Damage caused by storing or using the product in a damp environment. Corrosion caused by condensation, damp or water ingress into the flue, chimney or the surrounding of the stove.
- Defects or faults caused by local conditions such as draught problems and chimney defects.
- The paint finish will require touching up or repainting from time to time. Maintaining the finish is normal practice and is not covered by the guarantee.
- Repeat claims may be rejected if the product is subject to misuse and the operating instructions and guidance are not followed.

NOVEMBER 2024

**charnwood** BISHOPS WAY, NEWPORT, ISLE OF WIGHT PO30 5WS, UNITED KINGDOM  
TEL. +44 (0) 1983 537777 • FAX. +44 (0) 1983 537788 • WWW.CHARNWOOD.COM