



Jarrahdale • Esse • Maxiheat • ADF • Regency • Pacific Energy • Eureka • Kent • Morso • True North

Wood Fire Warranty

Occasionally there are faults or technical issues with a new wood fire. Your first stop is to refer to the owner's manual for troubleshooting or to speak to your installer if the issue is regarding installation.

If you are still experiencing trouble with your fire, please contact us and provide the following information if a warranty claim is required.

1 Customer Details

Purchasers Name _____

Address _____

Phone Number _____

Email Address _____

Invoice Number _____

2 Fault Description

3 Product Details

Serial Number _____

This can be found on the back panel of most fireplaces. Snap an image with your phone. If you can't reach it some models have the serial number in the owner's manual.

Photos – message to 0499 532 912 or email to info@albanyecohouse.com.au

To process a warranty claim, manufacturers require the following images:

1. Clear images or a video of the fault
2. Picture of outside roof exit of flue (the whole flue to the top) from the ground
3. Picture of serial plate/serial number (back of fire), if not in the manual
4. Picture of whole fire in the room (the whole fire in space including glass front)

Submit your warranty sheet

EMAIL info@albanyecohouse.com.au

INSTORE 9 MINNA ST, ALBANY // MON-FRI. 8.30AM-5PM AND SAT. 9AM-1PM

9841 6171

ALBANYECOHOUSE.COM.AU