aFire Trading LTD / Limited 2-Year Factory Warranty

aFire's water vapor fireplaces and fire feature products have a limited 2 year factory warranty against manufacturing defects or material failure. Manufacturer warrants to the original owner that this product shall be free from defects in materials and workmanship for a period of two (2) years from date of purchase for residential applications. For commercial applications, the warranty period is one (1) year. Upon report of an issue, an aFire tech support specialist will work remotely via telephone, FaceTime, or ZOOM to diagnose the problem, recommend a course of action, and/or guide the owner (or local handyman) through the repair or replacement process. If manufacturing defects and/or material failure have been determined, Manufacturer agrees to either provide parts for repair, or at it's option, replace equipment.

In North America call Customer Service at 877.395.0888 to arrange tech support, repair, and/or replacement.

THIS WARRANTY SHALL NOT APPLY IF THIS PRODUCT:

- (a) is used for rental, has been modified, or there is evidence of tampering;
- (b) is damaged because of improper installation or inadequate maintenance (filthy water, scaling, obstructed fans, etc);
- (c) is damaged by Acts of God, abuse, negligence, accident, normal wear, or for causes unrelated to defective materials
- (d) is damaged by domestic transportation company (FedEx, LTL carrier, or other company)
 - such damage, if evident. must be reported to carrier at time of delivery. Document damage with photos.
- (e) Consumables & wear items (transducer mist makers and LED lights) are not covered under the one (1) year or (2) year warranty. [exceptions: if 'transducer mist maker' or 'LED lights' are found inoperable during set up or during the first 90 days from date of purchase, they are covered under this warranty]

For future reference in case you report an issue, record your information here:	
Date of Purchase:	[] AWPR-20-50 AFIREWATER Prestige 20" module
	[] AWPR-20-50 AFIREWATER Prestige 40" module
Purchaser:	[] AWPR-20-50 AFIREWATER Prestige 60" module
LUM Invoice Number: LUM	[] AWA-20-50 AQUAFIRE 20" module
Serial Number(s):	[] AWA-20-50 AQUAFIRE 40" module
	[] AWA-20-50 AQUAFIRE 60" module
	[] AWA-DPK AQUAFIRE Direct Plumb Kit