

# Wood Fired Brick Pizza Ovens Warranty

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## TRADITIONAL OVENS

*We offer a 2 year limited warranty on parts for all ovens we manufacture. Here are the highlights:*

It's natural for brick ovens to develop cracks and this is not covered under the warranty. Cracks are normal in all traditional ovens and do not signify a defect with the oven. All removable parts such as doors, chimney caps, and small tools are covered under warranty against breaking and unnatural damage from regular wear and tear. Where warranty applies it also means we ship the parts to you for free. We reserve the right to request clear pictures of damage. We do not require shipping the damaged parts back to us, unless at our expense. We reserve the right to refuse a warranty claim where damage clearly arises from accident (oven was dropped etc.), improper use (liquids were burnt in the oven or it was left uncovered under open sky etc.), or anything else other than normal use

### **Terms and Conditions:**

All our ovens are quality checked before they leave our factory. If the oven is used in the manner in which it is intended there should not be any reason for warranty except in the instance that it may have been damaged in transit to the store. Each case will be looked into to verify any warranty issues.

### **General Wear and Tear:**

Your wood fired oven when first installed like anything new it is in pristine condition and visually free from blemishes. It must be remembered that when fire is introduced to the chamber and you start cooking, your oven will start to show signs of "general wear and tear". This is quite normal and to be expected with this product.

*These types of things includes:*

- Carbons build up from the fire blackening the internal chamber and some areas of the front render and top of the flue.
- Scratches and marks on the brick floor from trays etc... Sliding across it.
- Flaking of the paint on the door or output chimney due to exposure to heat.
- Slight discolouration of the floor tiles due to food spills etc
- Colour change or rust of the steel output flue and door on the oven due to exposure to heat.
- Minor "cracking" if the external render notably where the render and the front arch meet.
- Minor "cracking" of the internal chambers.

The points mentioned above do not constitute faulty workmanship.

*Cracking related issues:*

We have spent the last 15 years researching and developing the materials used in our wood fired brick ovens. As this product will expand and contract with heat it is impossible to avoid some kind of cracking. We have reduced this issue dramatically. In all BRICK ovens the appearance of internal cracks/external cracks does not constitute faulty workmanship as it is a normal occurrence with this type of specialized refractory material. It will not in any way affect the running or efficiency of the oven. In outside cracks should any

concern arise about cracking please contact us and we can arrange a repair kit' to be mailed directly to you. Moisture related issues: As much as the ovens are weather proof, it should be noted that it is the customer's responsibility to modify any existing reticulation to ensure that the oven is now over exposed to excessive amounts of water or froze on a continual basis. If the oven is very wet internally, it reduces the ability of the oven to heat up quickly and with minimal smoke and in extreme situations can cause the materials to break down. Impexfire cannot be liable

for excessive water damage caused by failure to prevent constant exposure to water sources than that generated by the weather. It is strongly advised to use a protection cover if the oven is not protected from rain, snow or ice.

#### *General Maintenance:*

Black high temperature engine paint can be used for touching up the output from the chimney if required. Misuse: Impexfire will accept no responsibility for misuse of the oven due to over loading of wood that will rise the inside temperature over 450° Celsius during use, or placement of inappropriate materials, fuel or objects in to a hot oven. The oven is primarily designed for cooking and is only intended for that purpose. Damage caused by other uses will void all warranty.

## **MAXIMUS OVENS**

*We offer a 2 year limited warranty on parts for all ovens we manufacture. Here are the highlights:*

All removable parts such as doors, chimney caps, and small tools are covered under warranty against breaking and unnatural damage from regular wear and tear. Where warranty applies it also means we ship the parts to you for free. We reserve the right to request clear pictures of damage. We do not require shipping the damaged parts back to us, unless at our expense. We reserve the right to refuse a warranty claim where damage clearly arises from accident (oven was dropped etc.), improper use (liquids were burnt in the oven etc.), or anything else other than normal use.

### **Terms and Conditions:**

All our ovens are quality checked before they leave our factory. If the oven is used in the manner in which it is intended there should not be any reason for warranty except in the instance that it may have been damaged in transit to you. Each case will be looked into to verify any warranty issues.

### **General Wear and Tear:**

Your wood fired oven when first installed like anything new is in pristine condition and visually free from blemishes. It must be remembered that when fire is introduced to the chamber and you start cooking, your oven will start to show signs of "general wear and tear". This is quite normal and to be expected with this product.

*These types of things includes:*

- Carbons build up from the fire blackening the internal chamber and some areas of the front render and top of the flue.
- Scratches and marks on the brick floor from trays etc... Sliding across it.

- Flaking of the paint on the door or output chimney due to exposure to heat.
  - Slight discolouration of the floor tiles due to food spills etc.
  - Colour change of the steel output flue and door on the oven due to exposure to heat.
- The points mentioned above do not constitute faulty workmanship.

*Cracking related issues:*

As this product will expand and contract with heat it is impossible to avoid some kind of cracking on the refractory front. We also have reduced this issue dramatically to almost “zero” cracks. In all MAXIMUS ovens the appearance of micro external cracks does not constitute faulty workmanship as it is a normal occurrence with this type of specialized refractory material. It will not in any way affect the running or efficiency of the oven. In outside cracks will not happens.

*Moisture related issues:*

As much as the ovens are weather proof, it should be noted that it is the customer’s responsibility to modify any existing reticulation to ensure that the oven is now over exposed to excessive amounts of water or froze on a continual basis. If the oven is very wet internally is necessary to start the oven with a small fire before the first use related on the DVD delivered with the oven. Impexfire cannot be liable for excessive water damage caused by failure to prevent constant exposure to water sources generated by the weather. It is advised to use a protection cover if the oven is not protected from rain, snow or ice.

**General Maintenance:**

Black high temperature engine paint can be used for touching up the output from the chimney if required. Misuse: Impexfire will accept no responsibility for misuse of the oven due to over loading of wood that will rise the inside temperature over 450° Celsius during use, or placement of inappropriate materials, fuel or objects in to a hot oven. The oven is primarily designed for cooking and is only intended for that purpose. Damage caused by other uses will void all warranty. It is severely forbidden to disassemble the oven or try to intervene any way in its inside under penalty of the guarantee decay and the buyer’s assumption of all responsibilities in case of damages to persons and/or things.