



True North Limited Warranty Wood Products

Engineered with the value conscious buyer in mind

True North warrants to the original consumer of the product the following:

3 years parts (1 year labour)

Firebox, Castings, Glass (glass for thermal breakage only, not impact)

1 year parts and labour

Electrical components and switches

1 year (parts only)

Gaskets, Paint (peeling), Bricks, Baffle tubes, Baffle manifold, Ceramic fibre board

CONDITIONS

The warranty of the manufacturer extends only to the original consumer purchaser and is not transferable. Proof of purchase (dated, bill of sale), model name and serial number must be supplied when making any warranty claim to your TRUE NORTH Dealer. This warranty covers brand new products only, which have not been altered, modified nor repaired since shipment from factory. This warranty applies to normal residential use only.

EXCLUSIONS

- Damages caused by misuse, abuse, improper installation, lack of maintenance, over firing, negligence, accident during transportation, power failures, downdrafts, or venting problems are not covered by this warranty.
- This warranty does not cover any scratch, corrosion, warping, or discoloration caused by over firing, abrasives or chemical cleaners.
- Any defect or damage caused by the use of unauthorized parts void this warranty.
- An authorized qualified technician must perform the installation in accordance with the instructions supplied with this product and all local and national building codes.
- Any service call related to an improper installation is not covered by this warranty.

The manufacturer may require that defective products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer or agent for investigation.

If a product is found to be defective, the manufacturer will repair or replace (at the manufacturer's discretion) such defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of any warranted but defective part(s).

The manufacturer shall in no event be responsible for any special, indirect, consequential damages of any nature, which are in excess of the original purchase price of the product. A one-time replacement limit applies to all parts benefiting from warranty coverage.



Catalytic Combustor Warranty

True North warrants to the original consumer of the product the following:

5 years parts

True North warrants that the catalytic combustor is free from defects in material or workmanship for a period of five (5) years from the date of original purchase. This warranty covers the retail price of the catalytic combustor only and excludes labour, other expenses, and damages. The consumer may be required to provide proof of purchase, photos of the failed catalytic combustor, or return the catalytic combustor to an authorized True North dealer.

Conditions

The warranty of the manufacturer extends only to the original consumer purchaser and is not transferable. Proof of purchase (dated, bill of sale), model name and serial number must be supplied when making any warranty claim to your TRUE NORTH Dealer. This warranty covers brand new products only, which have not been altered, modified nor repaired since shipment from factory. This warranty applies to normal residential use only.

The manufacturer may require that defective products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer or agent for investigation.

If a product is found to be defective, the manufacturer will repair or replace (at the manufacturer's discretion) such defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of any warranted but defective part(s).

The manufacturer shall in no event be responsible for any special, indirect, consequential damages of any nature, which are in excess of the original purchase price of the product. A one-time replacement limit applies to all parts benefiting from warranty coverage.

IF WARRANTY SERVICE IS NEEDED: 1. If you discover a problem that you believe is covered by this warranty, report it to your True North/Pacific Energy Fireplace Products dealer, giving them proof of purchase, the purchase date, and the model name and serial number. 2. Pacific Energy Fireplace Products Ltd. has the option of either repairing or replacing the defective component. 3. If your dealer is unable to repair your appliance's defect, he may process a warranty claim through Pacific Energy Fireplace Products Ltd., including the name of the dealership where you purchased the appliance, a copy of your receipt showing the date of the appliance's purchase, and the serial number on your appliance.

Exclusions

- Damage or degradation resulting from the burning of fuels other than seasoned cordwood is not covered by this warranty.
- Mechanical damage caused by mishandling, improper maintenance, or accidents is not covered by this warranty.

REGISTER YOUR PRODUCT ONLINE

HAVE YOUR SERIAL NUMBER* AVAILABLE AND VISIT
truenorthstoves.com/register