



AURORA WOOD FIRES WARRANTY

We guarantee the structural integrity of our firebox, lower active flue and hanging bracket for a period of 5 years from the date of purchase. Defects to the listed components that occur within this warranty period will be repaired or replaced at our discretion. The benefits conferred by this warranty are in addition to all rights and remedies the consumer has under the Competition & Consumer Act 2010 and similar state and territory laws.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The warranty excludes:

- Failure or damage due to fair "wear & tear" incurred on the product during the course of normal use. For the purposes of the warranty, fair "wear & tear" is defined as degradation consistent with that expected for a product of its age, when used in the regular manner and in the normal application the product was designed for, as assessed by Aurora Wood Fires.
- Any components which are subjected to particularly high temperatures which have worn out, such as the paint of the firebox & flue, grate of the firebox and its ash removal pan, damper rod & ball bearing system are not covered by this warranty.
- Any product where a modification to the original product has occurred, or where the product casing has been opened, or where actual or attempted repair work on the product has been carried out by anyone other than an Aurora Wood Fires authorised service technician, or where a repair used non-genuine Aurora Wood Fires parts.
- Any damage which occurs due to errors in installation is not covered by the warranty, since the manufacturer does not have any control over the way in which the unit is installed. In order to work properly, our fireplaces must be installed according to the overall rules governing such work and any current standards and regulations must be strictly adhered to.
- Products purchased from an unauthorised Aurora Wood Fires reseller, including on-line trading companies or individuals (e.g. Trading Post, eBay etc) that are not authorised Aurora Wood Fires resellers.

Warranty policy:

This warranty applies as long as the recommendations for use and assembly, and the standards and legislation that apply are fully adhered to. Please consult the installation & user manual supplied to you when you purchased your Aurora Suspended Fireplace

What you should burn

- Maximum load capacity: No more than four large logs (exceeding 110mm in diameter) at a time.
- Untreated, air dried hardwood
- Split logs with a humidity content of less than 20%
- Do not use any other combustible material other than WOOD

Do not burn

- Trash
- Painted plastic
- Coated or preservative treated wood
- Waste or black coal

User guidelines

- Never put out fire with water
- Avoid constant high speed use

FOR YOUR SAFETY

- **DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS TO START OR REKINDLE THE FIRE.**
- **DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHEN IT IS OPERATING.**
- **DO NOT STORE FUEL WITHIN HEATER INSTALLATION CLEARANCES.**

Aurora Wood Fires reserves the right to review and amend its warranty policies and periods on all products, repairs, service parts & accessories, from time to time as Aurora Wood Fires considers appropriate.

Congratulations on your purchase of an **Aurora Suspended Fireplace**. Our commitment to quality also includes our service. Should you, contrary to expectations, experience defects due to manufacturing faults, Aurora Wood Fires will provide you with **a warranty against defects as outlined above**.

Aurora Wood Fires

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