Warranty Terms and Conditions

AUSTRALIA AND NEW ZEALAND

FIRE BY escea.

WARRANTY TERMS AND CONDITIONS

1. EXPRESS WARRANTY

This warranty applies to Escea products purchased new after 1 January 2014, in countries/regions administered by Escea distributors listed in the Appendix. It is valid only in the country of purchase.

The terms “Escea”, “we”, “our” and “us” refer to the distributing companies listed in the Appendix.

This warranty is in addition to, and does not limit, your rights under consumer law. You may be entitled to a replacement or refund for major failures, or to have goods repaired or replaced if they are not of acceptable quality.

2. WARRANTY COVERAGE

Gas and Outdoor Wood Fireplaces	Parts and Labour Warranty	Parts Only Warranty
Firebox	2 years	5 years
Fireplace Components and Parts	2 years	-
Fireplace Accessories	2 years	-

Indoor Wood Fireplaces	Parts and Labour Warranty	Parts Only Warranty
Firebox	10 years	-
Fireplace Components and Parts	1 year	-
Fireplace Accessories	1 year	-

Electric Fireplaces	Parts and Labour Warranty	Parts Only Warranty
Firebox	3 years	5 years
Fireplace Components and Parts	3 years	-
Fireplace Accessories	3 years	-

Parts & Labour Warranty – Escea will repair or replace defective parts and cover the installation of those parts.

Parts Only Warranty – Escea will supply repair or replacement parts at no cost. Installation is not included.

All warranty work must be pre-authorised by Escea or its distributors. Work carried out without approval will not be covered.

3. WARRANTY EXCLUSIONS

This warranty does not cover:

3.1. Installation not in accordance with the Escea Installation Manual, relevant standards, building codes, or consents.

3.2. Accidental damage, negligence, misuse, alterations, or lack of regular maintenance.

3.3. Repairs/modifications by unauthorised persons, or use of non-Escea parts.

3.4. Normal wear and tear (e.g. paint, gaskets, batteries, glass/fuel bed discolouration).

3.5. Minor expansion/contraction noises, surface staining, fingerprints, scratches, or melted items.

3.6. Damage from corrosive environments (e.g. sea salt), chimney fires, transit damage, or Acts of God.

3.7. Costs of building work, reinstatement, or travel outside service centre limits (see Appendix).

3.8. Subjective factors (e.g. noise, smell) confirmed to be within normal operating parameters.

3.9. Variations in product appearance compared with promotional images.

3.10. Indoor products installed outdoors, or outdoor products installed indoors.

4. WOOD FIREPLACE SPECIFIC EXCLUSIONS

4.1. Use of non-specified flue systems or inappropriate fuel (treated/painted wood, coal, driftwood, wet wood).

4.2. Operation without baffles, bricks, seals, or with doors open/partly open (indoor fireplaces only).

4.3. Damage caused by water ingress or chimney fires.

4.4. Paint blemishes due to the nature of high-temperature coatings (touch-up paint available).

4.5. Firebox warranty void if baffle plate/air bar assembly is damaged.

4.6. Discolouration, distortion, degradation, cracking, or rust from thermal stress, soot, residue, or corrosion.

5. MAKING A WARRANTY CLAIM

To lodge a claim:

5.1. Notify Escea or your distributor as soon as the issue arises.

5.2. Provide serial number and proof of purchase.

5.3. Supply photos or video if requested.

5.4. Provide access to the installation site for inspection if required.

Escea will review your claim. If accepted:

Parts & Labour Warranty – Escea will repair or replace the part, including installation.

Parts Only Warranty – Escea will supply the replacement part at no cost (installation not included).

If the claim is excluded under Section 3 or 4, all costs (inspection, travel, labour, etc.) will be the responsibility of the claimant.

6. ADDITIONAL CONDITIONS

6.1. The warranty is void if the product serial number is removed or altered.

6.2. No dealer, retailer, or distributor may extend the terms of this warranty.

6.3. Escea reserves the right to update specifications without notice.

7. APPENDIX - WARRANTY TRANSFERABILITY, SERVICE CENTRE COVERAGE AND TRAVEL POLICY.

7.1. Escea warranties are provided to the original purchaser and remain with the property where the fireplace was first installed.

7.2. If ownership of the property changes, the warranty continues to apply for the remainder of the original coverage period, provided all other terms and conditions have been met.

7.3. If a fireplace is removed from the original property and reinstalled elsewhere, the warranty is automatically void. This aligns with the current terms where Escea specifies warranty validity only within original installation conditions.

7.4. Fireplaces are considered fixed installations under Building Regulations and manufacturer installation manuals. Their performance and safety are closely tied to the specific flue, ventilation, and construction setup.

7.5. Warranty servicing must be undertaken by Escea or an Escea-authorised service centre. Authorisation protects warranty integrity by ensuring repairs are completed by trained technicians using genuine parts.

7.6. Escea will cover travel costs for warranty work within a standard service radius of the nearest Escea service centre (typically 50 km or 1 hour of travel time from the service centre), unless otherwise stated in this document.

7.7. Where the fireplace is installed outside the standard service radius, additional travel costs (including technician time and mileage) are the responsibility of the property owner.

7.8. All warranty service visits must be pre-authorised by Escea or an authorised distributor before travel occurs. Failure to obtain approval may result in denial of travel reimbursement.

REGIONS	ESCEA DISTRIBUTORS
Australia	Escea Australia PTY LTD P.O. Box 176, Pennant Hills 1715, Sydney, NSW, Australia Phone: 1800 460 832 www.escea.com/au
New Zealand	Escea Ltd 17 Carnforth Street, Dunedin, 9018, New Zealand 0800 173 000 www.escea.com/nz