



## WARRANTY FOR MASPORT WOOD & MULTI-FUEL FIRES (Radiant, Convection & Ultra-Low Emission)

This warranty is provided in New Zealand by Glen Dimplex New Zealand Ltd and in Australia by Glen Dimplex Australia Pty Ltd. (together referred as “Glen Dimplex”) This warranty is provided to the first domestic purchaser of a Masport wood or multi-fuel fire (Radiant, Convection or Ultra-Low Emission Burner (ULEB)). It applies from the date of purchase from or through an authorized Masport Fire Distributor in relation to each product or component for the period below.

TYPE OF PART	WARRANTY (In Years)	
	PARTS	LABOUR
WOOD FIRE FIRE BOX, CAST IRON	10	5
WOOD FIRE FIRE BOX, STEEL	10	5
MYSTIQUE (Ultra-Low Emission Burner) FIREBOX, STEEL	5	3
MULTI FUEL FIRE BOX, CAST IRON	5	2.5
MULTI FUEL FIRE BOX, STEEL	5	2.5
DOOR GLASS & SEAL	1	1
FIREBRICKS / BOARDS & RETAINERS	1	1
SECONDARY AIR TUBES	1	1
BAFFLE COMPONENTS	1	1
WATER BOOSTER	1	1
GLEN DIMPLEX FLUE SYSTEMS	1	1
FANS & ELECTRICAL COMPONENTS	1	1

During the warranty period, Glen Dimplex will repair or replace (at its option) any Masport Wood Fire which is found to be defective in materials or workmanship. Repairs will be carried out by an approved Masport Heating Service Agent.

### What is covered under this warranty?

- Repair or replacement of parts
- Labour costs relating to the Wood or Multi-fuel Fire
- Reasonable transport or travel costs.

**Consumers may have additional rights under the Consumer Guarantees Act 1993 (New Zealand) or the Australian Trade Practices Act 1974 including the Australian Consumer Law.**

### Conditions:

This warranty does not apply and will be void where:

- The Wood, Multi-fuel Fire is not installed in accordance with AS/NZS2918/:2001 or any building code or consent;
- The Wood or Multi-fuel Fire is not installed by a qualified specialist installer;
- Any electrical work has not been carried out by a Registered Electrician;
- The Wood or Multi-fuel Fire has been moved and reinstalled, or has been modified in a manner that is not consistent with the Installation Guide or the Owner's Manual;
- The Wood or Multi-fuel Fire has not been installed or operated according to the Installation Guide and the Owner's Manual;
- The Wood or Multi-fuel Fire is acquired for business use in any way.

### **What is not covered?**

- Wear and tear, including wear and tear through normal use on Multi-fuel fire grates and cast iron fire box liners.
- Labour costs relating exclusively to components not manufactured by Glen Dimplex.
- Damage caused by incorrect use or the burning of treated or painted wood, driftwood or other fuels which are not recommended;
- Travel costs for a distance greater than 50 km from the nearest approved Masport Heating Service Agent. (The location of the Wood Fire must be advised to Glen Dimplex or its sales agents at the time of purchase or using warranty registration form)
- Defects, malfunctions or failures caused by incorrect installation, poor installation, normal wear and tear, misuse, neglect, accidental damage or failure to follow operating instructions in the Owner's Manual (including fuel selection, product operation and maintenance instructions), repairs or modifications by persons not authorised by Glen Dimplex, use of parts not supplied by Glen Dimplex, or damage or other events which have occurred since the product left the control of Glen Dimplex.
- Direct, indirect or consequential losses or special damages of any kind (including costs of collection and delivery) other than repair or replacement of products or components under this warranty, where any goods are acquired or used for the purposes of a business;

### **How to obtain warranty service?**

- Completed Warranty registration form (previous page) needs to be mailed within 30 days of installation to your Glen Dimplex Warranty Registration Department.
- Warranty Claims must be made at place of purchase.
- Reasonable proof of purchase date is required to make a warranty claim. You should keep your purchase receipt.
- Warranty repair will be completed according to normal work practices of the service agent.
- Make the faulty part(s) available to Glen Dimplex for inspection so that the validity of the claim can be established by them.

#### **Manufactured in New Zealand by:**

##### **GLEN DIMPLEX NEW ZEALAND LTD**

NZ Registration No – 1506305

P.O.Box 58473, Botany,

Manukau 2163

Phone: 0800 666 2824

Fax : 09 274 8472

Email : [sales@glendimplex.co.nz](mailto:sales@glendimplex.co.nz)

Web : [www.glendimplex.co.nz](http://www.glendimplex.co.nz)

#### **Distributed in Australia by:**

##### **GLEN DIMPLEX AUSTRALIA PTY LTD**

Aus Registration No – ABN 69 118 275 460

Unit 1, 21 Lionel Road, Mount Waverley,

Victoria, 3149

Phone: 1 300 556 816

Fax : 1 800 058 900

Email : [sales@glendimplex.com.au](mailto:sales@glendimplex.com.au)

Web : [www.glendimplex.com.au](http://www.glendimplex.com.au)

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# **GLEN DIMPLEX WARRANTY REGISTRATION** **WOOD & MULTI-FUEL FIRES (Radiant, Convection & Ultra-Low Emission)**

Thank you for purchasing a Masport Fire. We ask you to complete the following information and return to the Glen Dimplex Warranty Registration Department on following address:

**New Zealand :** P O Box 58473, Botany, Manukau 2163, Auckland  
**Australia :** Unit 1, 21 Lionel Road, Mount Waverley, Victoria 3149

Mr / Mrs / Miss / Ms Name: \_\_\_\_\_

Address: \_\_\_\_\_

Post Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email \_\_\_\_\_

Model: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Retailer: \_\_\_\_\_ Purchase Date: \_\_\_\_\_

Price: \_\_\_\_\_

Installed By: \_\_\_\_\_ Date Installed: \_\_\_\_\_

We at Glen Dimplex strive to provide you with quality products and have continuous product development program. To help achieve our objectives to our mutual benefit we would welcome your feedback on the following questionnaire.

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<b>Question</b>	<b>Please tick appropriate remark</b>			
1.General presentation of Product	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Ok	<input type="checkbox"/> Needs to Improve
2.Styling and Looks	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Ok	<input type="checkbox"/> Needs to Improve
3.Packaging	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Ok	<input type="checkbox"/> Needs to Improve
4.Is documentation easy to follow and informative?	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Ok	<input type="checkbox"/> Needs to Improve
5.Fixtures & Fittings (Loose parts)	<input type="checkbox"/> In order	<input type="checkbox"/> Items missing	<input type="checkbox"/> Needs to Improve	
6.Do you currently own Masport or Dimplex product?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Which? -	
7.Why did you decide on Masport? (tick one or more options)	<input type="checkbox"/> Knew this brand		<input type="checkbox"/> Suggested by Friend	
	<input type="checkbox"/> Dealer recommended		<input type="checkbox"/> Better Price	
	<input type="checkbox"/> Performance		<input type="checkbox"/> Features	
8.Other Comments	_____			

**Privacy Act Notice:** the owner named on the Warranty Registration consents and agrees that Glen Dimplex may retain and use the information in this warranty card, including details about the owner for marketing and development purposes. The owner also agrees that Glen Dimplex may also share purposes with [intended recipients of such information]. In accordance with the New Zealand Privacy Act 1993 and the Australian Privacy Act 1988, the owner shall have the right to request the correction of, as well as inspect, all personal information held by Glen Dimplex on that owner.

**Please cut and mail this completed form within 30 days of installation to your  
Glen Dimplex Warranty Registration Department at the above address**

11 Oct 2016

Part ID: 595327

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