
portway

S T O V E S

WOOD & MULTIFUEL STOVES

10

YEAR WARRANTY

IMPORTANT:

To claim the warranty, you must register your stove within **30 days of installation**. Scan the QR Code to register your stove or visit www.bfm-europe.co.uk





Congratulations on the purchase of your new Portway Solid Fuel Stove.

With careful use your stove will provide many years of reliable service.

This leaflet contains useful tips to help you get maximum benefit from your installation. It also contains details on how to use our warranty service by following three simple steps.

We hope you enjoy your stunning new stove.

10
YEAR WARRANTY

STEP 1: REGISTER YOUR GAS STOVE & INSTALLATION.

You must complete the product registration via the Company Website within 30 days of installation. The terms and conditions of the warranty are detailed in this leaflet and do not affect your statutory rights.

Conditions of Warranty

10 YEAR LIMITED WARRANTY

BFM Europe warranty's the stove body for a period of 10 years from date of purchase, against breakage, cracking or burn through which is not a result of physical damage, over loading or over firing. Cover is provided only to the original purchaser

All other internal parts including the door casting, throat plate and grates have a warranty of 12 months along with the list of consumable parts detailed as follows.

1 YEAR LIMITED WARRANTY

The following consumable parts of the stove are covered under warranty against defects in material or workmanship for a period of 12 months from the date of purchase: -

- a) controls,
- b) handles,
- c) glass door panels,
- d) gaskets,
- e) and refractory fibers.

Any of these items found defective will be repaired or replaced at no charge. Any parts repaired or replaced during the limited warranty period will be covered under the terms of the limited warranty for a period not to exceed the remaining term of the original limited warranty or for 6 months, whichever is longer.

EXCLUSIONS AND LIMITATIONS OF YOUR WARRANTY

1. The installation of this product must be carried out by a competent registered engineer in accordance with the installation manual supplied.
2. The flue draught must be measured and recorded online via the BFM Europe product registration portal.
3. The warranty is non-transferrable and is made to the original owner of the stove, provided the stove was purchased through an existing approved Portway Stoves retailer.
4. This warranty is limited to the repair of faulty parts caused by a manufacturing defect and the labour charges to complete such a repair. Damage to the stove, or any components of the stove, which is caused by incorrect installation or owner misuse is not covered by the manufacturer's warranty.
5. BFM Europe is not liable for damage to the stove caused by environmental conditions such as downdraught caused by overhanging trees, rooftops, hills, and mountains or

such like. In addition, the installer must ensure that negative pressure situations caused by mechanical extraction systems do not adversely affect the performance of the stove.

6. BFM Europe will, at their discretion, repair or replace the consumable items of the stove's interior such as internal boards, grate plates and throat plate during the warranty period provided evidence of misuse is not present at the time of repair. The decision of BFM Europe is final in this respect.
7. BFM Europe will not be liable for damage caused using incorrect fuel types and/or high moisture content renewable sources of energy. Please use correctly seasoned woods as detailed in the installation and operating instruction manual. All repairs must be carried out by a competent registered engineer and all claims must be substantiated by means of a valid receipt for the purchase of the product and the installation.
8. BFM Europe will not be liable for any consequential loss, or incidental loss, damage or injury however caused.
9. Please note that the refractory boards may crack. This does not affect the operation of the stove and will only be replaced under the 12-month warranty if completely disintegrated.
10. This warranty does not in any way affect your Statutory Rights.

If you require spare parts or consumable parts please contact your stove retailer or visit our website.*

*For quality and training purposes we may monitor or record your communications with us.

*BFM-Europe to supply Parts only. It is your responsibility to arrange installation of any spares.

THIS WARRANTY DOES NOT, IN ANY WAY, AFFECT YOUR STATUTORY RIGHTS.

WARRANTY REGISTRATION MUST BE COMPLETED IN FULL ONLINE ON THE COMPANY WEBSITE.

THIS INFORMATION IS STRICTLY CONFIDENTIAL AND WILL NOT BE PASSED ON TO ANY THIRD PARTY AND IS SOLELY TO FACILITATE ACCURATE AND PROMPT SERVICE BACK UP.

Should Warranty Service be required, contact your supplier or our Service Centre on 01782 339008.

BFM Europe Ltd, Trentham Lakes, Stoke-on-Trent, Staffordshire ST4 4TJ

Tel: 01782 339000

www.bfm-europe.com

email: info@bfm-europe.com

STEP 2: MAINTAINING YOUR STOVE.

How to look after your new stove

The following list gives a few handy tips for looking after your new solid fuel stove. It is by no means exhaustive, so before using the appliance please read the User Instructions thoroughly.

Your stove generates **VERY high temperatures** and eventually the internal parts will require replacement. You can help increase longevity of the parts by:

1. Using only recommended fuel. See instruction manual for further details.
2. Emptying the ash very regularly when using mineral fuel -never allow it to touch the underside of the grate.
3. Clean the throat plate regularly.
4. Annually sweeping the entire length of the chimney from stove to outlet. We recommend doing this more often if smoky fuels are used.
5. Check that the flue is clear and unblocked, and check the door seals for damage, fraying, or compression.
6. Avoiding 'over-firing'
7. To clean the stove, wipe the stove body with a slightly damp cloth when cool. Don't use aerosol spray or wax near the hot fire – they can ignite. Painted steel parts can be refurbished using special spray paint.

STEP 3: SERVICING YOUR STOVE.

1. In the unlikely event of a problem with your stove, before contacting BFM Europe Ltd for assistance, ensure that the stove has been operated in accordance with the instructions.
2. Any spare part(s) claims under the extended warranty must be verified by a suitably qualified Gas Safe Registered engineer beforehand. The details of the engineer must be provided as required (Name, Contact, Email, HETAS No.) We reserve the right to contact the engineer and verify all details before issuing any parts.
3. We reserve the right to ask for advance payment for a service engineer visit in instances we believe the issue is likely to be a result of installation error rather than appliance fault. If after the visit, it is deemed to be a fault with the fire due to manufacturing or material defects, we will refund the advanced payment.
4. Spare parts purchases can be replaced by telephoning your Stockist or by using our website. Visit www.bfm-europe.com/catalogue/spares.

WARRANTY REGISTRATION DETAILS

Stove Model Serial	_____
Model Number	_____
Date of Purchase	_____
Retailer Name	_____
Customer Details:	
Name	_____
Address	_____

Post Code	_____
Telephone No	_____
Installation Details:	
Installers Name	_____
Telephone No.	_____
Email	_____
Installers Address	_____
	_____ Post Code _____
Installers HETAS No.	_____
Flue Draught Reading	_____ Pascals / Microbar

The Warranty Registration form must be completed in full online via the BFM Europe website within **30 days of installation.**

This Information is strictly confidential and will not be passed onto any third party and is solely to facilitate prompt customer service support.

