

 **PERCYDOUGHTY**

Supplying Luxury Fires & Fireplaces

Since  **1952**



FRESCO TERMS & CONDITIONS, CONDITIONS OF COVER
AND WARRANTY EXCLUSIONS

The Fresco must be assembled and installed by suitably competent person.

The appliance warranty will apply from the day of purchase. Any variation to the warranty period must be approved in writing by Percy Doughty.

The appliance must be installed and used in accordance with the manufacturer's instructions, and environmental considerations.

The warranty is limited to the repair or replacement of parts found to be defective in material, or workmanship after confirmation of the defect by Percy Doughty, provided that such parts have been subjected to normal conditions of service and use.

Any installation labour, transportation or other related costs/expenses arising from defective part(s), repair, or replacement or otherwise of same will not be covered under this warranty agreement therefore Percy Doughty would not assume responsibility or liability for any associated costs. That will also include any incidental indirect or consequential damages except as provided by law.

The purchase of the appliance must be made through Firebloom or an approved distributor or stockist. Percy Doughty does not assume nor authorise any third party to assume on its behalf, any other liabilities with respect to the sale of any Percy Doughty appliances or associated accessories.

All other conditions expressed or implied with respect to the appliance, its components and accessories or any obligations /liabilities on the part of the company are hereby expressly excluded.

This warranty does not apply to non Percy Doughty approved prefabricated parts, introduced to the working of the appliance or installation whole.

A warranty claim must be submitted between 7- 14 days from identifying the fault, Percy Doughty would not be responsible for any damaged caused thereafter should the appliance still be used or for damage caused during the installation which may render the product unsellable.

To progress a claim a warranty form must be completed in its entirety and submitted to Percy Doughty along with clear image, photographic and or video evidence to support your claim. Failure to complete the form and provide sufficient documented evidence may result in the claim being delayed or refused.

Any parts that are replaced during the warranty period will only be covered for the remainder of the original warranty period. If you should ever wish to make a warranty claim because of a product fault or defect, you must inform Firebloom within a reasonable amount of time, usually this is within 7 - 14 days from the date on which the fault or defect first became apparent. If the product fault or defect is notified after 14 days from the date on which the fault or defect became apparent, Percy Doughty cannot accept any liability for events or issues which arise after the 14-day period, which are caused or increased by the lack of notification, which therefore prevented action being taken to restrict or eliminate any consequences arising from the fault or defect. In the event of a product fault occurring during the warranty period, Percy Doughty will send the appropriate component or goods necessary to rectify the fault, free of charge. It would be the responsibility of the consumer to rectify the fault and all subsequent replacement parts must be fitted by a competent person.

WARRANTY EXCLUSION

Should you experience problems with your unit, any claim must be submitted

No Warranty is extended to consumable service parts. Repair or replacement of parts which are subject to normal wear and tear during the warranty period or parts that will require replacement in connection with normal maintenance. Such parts include but are not limited to handles, glass, rope seals, firebricks, baffles.

PRODUCT SUPPORT AND WARRANTY INFORMATION

Warranty Exclusions and Limitations

No warranty is extended to consumable serviceable parts or the repair or replacement of such parts, which are subject to normal wear and tear during the warranty period. Parts that will require replacement in connection with normal annual and ongoing maintenance will include but are not limited to, glass, firebricks, log retainers (certain models), baffles and are not covered under the terms and conditions of the warranty.

The Firebloom Warranty does not cover:

- During normal operation, the paint finish of your Firebloom stove may change colour slightly. The paint finish on the Fresco body and chimney system may also require touching up or repainting from time to time. These circumstances are considered normal, and as such are not covered with the terms and conditions of the warranty.
- Damage resulting from the incorrect assembly in terms of supporting the appliance, the appliance not sited correctly and not operated correctly in accordance with the Firebloom installation and operation instructions.
- Consumable items: glass, and vermiculite brick lining.
- Modifications of the appliance, negligence, abuse, and improper care of the appliance.
- Damage or corrosion caused by specific local conditions, this may include the location of a coastal environment, extreme weather conditions, flooding, garden debris, chemical damage caused by pesticides, insecticides or other commercial use.
- Damage or faults caused by lack of appropriate maintenance as deemed by Firebloom.
- Damage or premature wear caused by burning inappropriate fuels such as pallet wood, painted / varnished wood or any other unnatural contaminant, coal, anthracite, or any other petroleum-based coals but not limited to.
- Damage caused by burning wood with high moisture content above 20%.
- Damage caused by unauthorised modifications, use or repair.
- Consequential loss (to the extent permitted by law) relating to other associated products that have not been supplied by Firebloom.
- Consequential loss (to the extent permitted by law) related to garden furnishings and boundary fencing/decorative structures, composite & wooden decking, including pergolas and parasols.
- Removal and re siting the appliance costs, by the end user or third party.
- Damage caused by transportation.
- Damaged caused by using the appliance to cook on or to heat liquids.
- Damage caused by sporting activities or water games.
- Damage caused by melting plastics, paints, or coverings or other during storage.
- Damage caused by attempting to modify the appliance by suspension or other methods not approved by Firebloom.
- The coverage does not extend to scratches, rusting, dents, chips, grazing, flaking of paint, appearances or minor cosmetic cracks of the exterior glaze that do not affect the performance of the Firebloom product.
- Reasonable wear and tear, as deemed by Firebloom.
- Please see the full details on our website: www.firebloomoutdoor.co.uk

COOKING

The Fresco stove is not designed for the purpose of cooking. Cooking anything on the Fresco unit, even boiling a kettle can become a real challenge, due to the position of the connecting flue pipe and with no real method of regulating the heat. It can also become a real skill to balance the timings and cooking methods. Using the Fresco in this way will incur certain hazards & risks and may also cause superficial damage to the surface of the unit. If the unit is used in this way, Percy Doughty will not be liable for any damage caused to the unit or the installation whole, neither will we become liable for any safety implications that may transpire if used outside the parameters of its intended design.

MAINTENANCE

When cleaning the outer body of your Fresco, we do not recommend the use of any sprayed cleaning products, including water. We also do not recommend the use of a wet/damp cloth or rag to wipe away dust or ash, as this can also cause small areas of corrosion and rusting formations. Care should also be taken not to have any overspray on the body of the unit, when cleaning the glass with any spray glass cleaner product. Unfortunately, rust and corrosion can sometimes happen when the stove is not used frequently, continuously exposed to water, moisture and oxygen combined. In all instances this natural process of oxidation can occur with all ferrous metal stoves. When dusting and removing settlements of ash, we would only recommend the use of a soft bristle brush, or a dry microfiber cloth is used to keep the stove looking in the best possible condition. If marks are left from deposits of ash, then the gallery black grate polish can be applied to restore the area to its natural state.

BURNING THE CORRECT FUEL/ENVIRONMENTAL CONSIDERATIONS

In the event of a warranty claim, considering the importance of fuel quality, the manufacturer reserves the right to ask you to demonstrate that the wood used in your stove has been supplied in accordance with the Woodsure certification scheme. In doing so, in order to fulfill our warranty obligation, you may be asked to provide evidence of receipts, for your purchases of wood. This will allow us to confirm the supplier and check that they are affiliated with Woodsure as an approved supplier.

It is important when using a wood burning stove that you use dry firewood only as documented within the manufacturer's instructions. The firewood moisture content must be checked, and the method should involve the use of a moisture meter. Your firewood moisture meter will tell you if the wood has the right moisture content for use with the unit. The moisture content must not exceed 20% and not lower than 12%. If the wood is under 12% moisture content the efficiency may become impaired and the cost of running your stove will increase. Not burning the correct wood, would invalidate any claim and following an investigation, based on factors present, as deemed by our expert technical team that would affect the interpretation of the results, may lead us to discharge our obligations in honouring this warranty. Further to this, the units performance and output may become severely impaired, become detrimental to the environment and air quality, and consequently may also lead to components needing to be replaced more frequently. Percy Doughty has long recognised the importance of working together for a cleaner safer environment, therefore it is critical that we transform our behaviour in order to achieve a greater reduction in our emissions.

Last Updated: 03/08/23.

We may, at any time, and at our sole discretion, modify these Terms and Conditions, with or without notice to the User. Any such modification will be effective immediately.

Your continued use of our Service(s) following any such modification constitutes your acceptance of these modified Terms.