

# VALCOURT LIMITED 10 YEARS WARRANTY

The warranty of the manufacturer extends only to the original consumer purchaser and is not transferable. This warranty covers brand new products only, which have not been altered, modified nor repaired since shipment from factory. Proof of purchase (dated bill of sale), model name and serial number must be supplied when making any warranty claim to your VALCOURT dealer.

**This warranty applies to normal residential use only. Damages caused by misuse, abuse, improper installation, lack of maintenance, negligence or accident during transportation are not covered by this warranty.**

This warranty does not cover any scratch, corrosion, warping, or discoloration caused by over firing, abrasives or chemical cleaners. Any defect or damage caused with the use of unauthorized parts or others than original parts void this warranty. An authorized qualified technician must perform the installation in accordance with the instructions supplied with this product and all local and national building codes. Any service call related to an improper installation is not covered by this warranty.

The manufacturer may require that defective products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect and reasonable transportation fees will be refunded.

The manufacturer at its discretion may decide to repair or replace any part or unit after inspection and investigation of the defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of any warranted but defective parts. The manufacturer shall in no event be responsible for any special, indirect, consequential damages of any nature, which are in excess of the original purchase price of the product.

*\*Limited Lifetime Warranty (10 years)*

DESCRIPTION	WARRANTY APPLICATION	
	PARTS**	LABOUR***
Combustion chamber, heat exchanger and factory installed glass door.	Lifetime*	5 years
Burner and burner surround.	Lifetime*	2 years
Logs, steel, glass and refractory liner panels (other than by maintenance or servicing).	2 years	N/A
Gas valve, pilot assembly, harnesses, remote and controls (110V or mV), blower.	2 years	1 year
High temperature paint and other finishes (enamel liner excluded) and invisimesh safety screen.	1 year	1 year
Gasket, light bulbs and other consumables.	N/A	N/A
After market replacement parts coverage.	90 days	N/A

*\*\*Exclusion refer to statement above.*

*\*\*\*Labour based on predetermined chart.*

Shall your unit or a component be defective, contact immediately your dealer or VALCOURT customer service. Prior to your call make sure you have the following information necessary to your warranty claim treatment:

- Your name, address and telephone number.
- Bill of sale and dealer's name.
- Installation configuration.
- Serial number and model name as indicated on the nameplate fixed to the back of your unit.
- Nature of the defect and any relevant information.

**Important: Do not ship your unit or defective component to our plant before you have obtained from your VALCOURT dealer, an Authorization Number. Any merchandise shipped to our plant without authorization will be refused automatically and returned to sender.**

Contact us: [tech@sbi-international.com](mailto:tech@sbi-international.com)