



Stûv fireplaces are designed to offer you maximum pleasure, comfort and safety. Manufactured with the greatest care from high-quality materials and components, they will work for many years without any problems.

However, if, despite our best efforts, a fault should occur with your stove, we undertake to resolve it.

However, you have to register your product to ensure our after-sales service offers you the best possible attention and is able to meet your needs effectively

Stûv commercial guarantee

The Stûv guarantee covers all end purchasers (users) of a Stûv system. It enters into force on **the invoice date of the original sale** from the seller to the purchaser.

Duration of the guarantee

Without prejudice to the guarantee covering latent defects, the Stûv commercial guarantee is for:

- 5** years on the body of the stove
- 3** years on original electrical components (fan, thermostat, switches, cabling,...)
- 3** years on other components (base grate, door mechanism, hinges, pulleys, runners, clasps,...)

Applicable to stoves sold after 30/06/2010.

Only the sales invoice produced by the distributor for the final purchaser is valid as proof for the guarantee.

For purchases prior to 01/07/2010, please refer to the guarantee conditions contained in the installation instructions/directions for usage provided with the stove.

Conditions of application of guarantee

To benefit from this commercial guarantee, you must correctly complete and return the guarantee form to us **within 30 days** of purchase.

Two options:

Complete the form online at www.stuv.com/guarantee

or send the form attached to us by post to **Stûv sa - after-sales service** rue Jules Borbouse 4 B-5170 Bois-de-Villers (Belgium)

Only forms completed correctly will apply.

You will then receive your Stûv guarantee certificate by e-mail to the address indicated or by post. Keep this document safe. In the event of problems with your stove, please contact your distributor. You must present him/her with this certificate for the commercial guarantee to apply

The right to benefit from extension of the guarantee is subject to adherence to the applicable conditions and the accuracy of the information provided to Stûv.

Stûv stoves are guaranteed against:

- manufacturing faults,
- faults with the paintwork on the visible external parts of the stove

The guarantee does not cover

- the components subject to wear and tear (e.g. refractory vermiculite bricks, seals) which have to be replaced from time to time in normal usage,
- the glass,
- damage caused to the stove or operational faults due to:
 - > installation which does not comply with good practice guidelines and the installation instructions and with national and regional regulations in force,
 - > abnormal usage which does not comply with the directions for use instructions,
 - > a lack of maintenance,
 - > external factors, such as flooding, lightning, fire...
 - > local conditions such as draught problems or faults caused by defective ducts.
- damage caused by:
 - > faulty installation,
 - > overheating,
 - > the use of inappropriate fuel.

The guarantee is restricted to the exchange of components recognized as defective excluding replacement, compensation and interest costs. The replacement components supplied under the guarantee are guaranteed for the remainder of the guarantee period.

* extension of the legal guarantee (of 2 years) to 5/3/3 years subject to adherence to the applicable conditions (see box)



Complete your guarantee form directly online at www.stuv.com!

Your responsibility

As a user, you also have an important role to play in ensuring you get the best out of your Stûv.

We strongly recommend:

- that you entrust installation (or in any event check-over) to a qualified professional who is able, in particular, to check that the characteristics of the smoke flue are appropriate for the stove installed and to ensure that installation meets national and regional requirements in this field;
- read the directions for use and the maintenance guidelines carefully;
- have the flue swept regularly to ensure optimal operation. We recommend sweeping at least once or twice a year and definitely before relighting the stove after a long period of inactivity either in general or just before the season when heat is required.

Please note

As a consumer, you have legal rights under national legislation in force governing the sale of consumer goods. Your rights are not affected by this commercial guarantee.



PLEASE COMPLETE IN BLOCK CAPITALS.

THE PURCHASER

SURNAME
 FIRST NAME
 ADDRESS
 POSTCODE
 TOWN/CITY
 COUNTRY
 E-MAIL
 TELEPHONE

LANGUAGE: FR NL DE EN OTHER:

INSTALLATION ADDRESS (IF DIFFERENT)

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THE STOVE

SERIAL N°*
 MODEL (E. G. : 21/85 SINGLE FACE)

THE SELLER

COMPANY
 ADDRESS
 POSTCODE
 TOWN/CITY
 COUNTRY
 TELEPHONE

DATE OF INVOICE**

INSTALLATION ENGINEER (IF DIFFERENT FROM THE SELLER)

COMPANY
 ADDRESS
 POSTCODE
 TOWN/CITY
 COUNTRY
 TELEPHONE

COMPLETION DATE

* This is indicated on an information plate attached to the body of the fireplace.

** Stûv s.a. reserves the right to request a copy of the invoice for proof.