

Wood Stove & Insert Warranty

To register your TRAVIS INDUSTRIES, INC. 7 Year Warranty, complete the enclosed warranty card and mail it within ten (10) days of the appliance purchase date to: TRAVIS INDUSTRIES, INC., 4800 Harbour Pointe Blvd SW, Building 41-01, Mukilteo, WA 98275. TRAVIS INDUSTRIES, INC. warrants this appliance (appliance is defined as the equipment manufactured by Travis Industries, Inc.) to be defect-free in material and workmanship to the original purchaser from the date of purchase as follows:

Years 1 & 2 - COVERAGE: PARTS & LABOR

Firebox Assembly:

Firebox, Baffle Supports, Air Tubes, Air Channels, Convection Chamber

Door Assembly:

Solid Brass or Cast Door, Latch Assembly, Glass Retainers

Air Control Assembly

Slider Plate, Pressure Plate

Ceramic Glass

Glass (breakage from thermal shock)

Firebrick

Breakage from thermal shock

Accessories

Legs, Pedestal, Panels, Blower

Re-Installation Allowance

In cases where heater must be removed from home for repairs, a partial cost of re-installation is covered (pre-authorization required)

One-Way Freight Allowance

One-way freight allowance on pre-authorized repair done at factory is covered.

Exclusions: Paint, Gasketing

Years 3 Through 5 - COVERAGE: PARTS & LABOR

Firebox Assembly:

Firebox, Baffle Supports, Air Tubes, Air Channels, Convection Chamber

Air Control Assembly

Slider Plate, Pressure Plate

Door Assembly:

Solid Brass or Cast Door, Latch Assembly, Glass Retainers

One-Way Freight Allowance

One-way freight allowance on pre-authorized repair done at factory is covered.

Exclusions: Paint, Gasketing, Accessories (Legs, Pedestal, Panels, Blower), Glass, Firebrick, Re-Installation Allowance

Years 5 & 7 - COVERAGE: PARTS ONLY

Firebox Assembly:

Firebox, Baffle Supports, Air Tubes, Air Channels, Convection Chamber

Door Assembly:

Solid Brass or Cast Door, Latch Assembly, Glass Retainers

Air Control Assembly

Slider Plate, Pressure Plate

Exclusions: Paint, Gasketing, Accessories (Legs, Pedestal, Panels, Blower), Glass, Firebrick, Re-Installation Allowance, One-Way Freight Allowance, Labor

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CONDITIONS & EXCLUSIONS

1. This new appliance must be installed by a qualified installer. It must be installed, operated, and maintained at all times in accordance with the instructions in the Owner's Manual. Any alteration, willful abuse, accident, neglect, or misuse of the product shall nullify this warranty.
2. This warranty is nontransferable, and is made to the ORIGINAL purchaser, provided that the purchase was made through an authorized Travis dealer.
3. Discoloration and some minor expansion, contraction, or movement of certain parts and resulting noise, is normal and not a defect and, therefore, not covered under warranty. Over-firing (operation where the steel may glow red) of this appliance can cause serious damage and will nullify this warranty.
4. The warranty, as outlined within this document, does not apply to the chimney components or other Non-Travis accessories used in conjunction with the installation of this product. If in doubt as to the extent of this warranty, contact your authorized Travis retailer before installation.
5. Travis Industries will not be responsible for inadequate performance caused by environmental conditions such as nearby trees, buildings, roof tops, wind, hills or mountains or negative pressure or other influences from mechanical systems such as furnaces, fans, clothes dryers, etc.
6. This Warranty is void if:
 - a. The unit has been operated in atmospheres contaminated by chlorine, fluorine or other damaging chemicals.
 - b. The unit is subject to submersion in water or prolonged periods of dampness or condensation.
 - c. Any damage to the unit, combustion chamber, heat exchanger or other components due to water, or weather damage which is the result of, but not limited to, improper chimney/venting installation.
7. Exclusions to this 7 Year Warranty include: injury, loss of use, damage, failure to function due to accident, negligence, misuse, improper installation, alteration or adjustment of the manufacturer's settings of components, lack of proper and regular maintenance, damage incurred while the appliance is in transit, alteration, or act of God.
8. This 7 Year warranty excludes damage caused by normal wear and tear, such as paint discoloration or chipping, worn or torn gasketing, chipped or cracked firebrick, etc. Also excluded is damage to the unit caused by abuse, improper installation, modification of the unit, or the use of fuel other than that for which the unit is configured (use cord wood only).
9. Damage to brass surfaces caused by fingerprints, scratches, melted items, or other external sources left on the brass surfaces from the use of abrasive cleaners is not covered in this warranty.
10. TRAVIS INDUSTRIES, INC. is free of liability for any damages caused by the appliance, as well as inconvenience expenses and materials. Incidental or consequential damages are not covered by this warranty. In some states, the exclusion of incidental or consequential damage may not apply.
11. This warranty does not cover any loss or damage incurred by the use or removal of any component or apparatus to or from the Travis appliance without the express written permission of TRAVIS INDUSTRIES, INC. and bearing a TRAVIS INDUSTRIES, INC. label of approval.
12. Any statement or representation of Travis products and their performance contained in Travis advertising, packaging literature, or printed material is not part of this 7 year warranty.
13. This warranty is automatically voided if the appliance's serial number has been removed or altered in any way. If the appliance is used for commercial purposes, it is excluded from this warranty.
14. No dealer, distributor, or similar person has the authority to represent or warrant Travis products beyond the terms contained within this warranty. TRAVIS INDUSTRIES, INC. assumes no liability for such warranties or representations.
15. Travis Industries will not cover the cost of the removal or re-installation of hearths, facing, mantels, venting or other components.
16. If for any reason any section of this warranty is declared invalid, the balance of the warranty remains in effect and all other clauses shall remain in effect.
17. This 7 year warranty is the only warranty supplied by Travis Industries, Inc., the manufacturer of the appliance. All other warranties, whether express or implied, are hereby expressly disclaimed and purchaser's recourse is expressly limited to the warranties set forth herein.

IF WARRANTY SERVICE IS NEEDED:

1. If you discover a problem that you believe is covered by this warranty, you MUST REPORT it to your Travis dealer WITHIN 30 DAYS, giving them proof of purchase, the purchase date, and the model name and serial number.
2. Travis Industries has the option of either repairing or replacing the defective component.
3. If your dealer is unable to repair your appliance's defect, he may process a warranty claim through TRAVIS INDUSTRIES, INC., including the name of the dealership where you purchased the appliance, a copy of your receipt showing the date of the appliance's purchase, and the serial number on your appliance. At that time, you may be asked to ship your appliance, freight charges prepaid, to TRAVIS INDUSTRIES, INC. TRAVIS INDUSTRIES, INC., at its option, will repair or replace, free of charge, your appliance if it is found to be defective in material or workmanship within the time frame stated within this 7 year warranty. TRAVIS INDUSTRIES, INC. will return your appliance, freight charges (years 1 to 5) prepaid by TRAVIS INDUSTRIES, INC., to your regional distributor, or dealership.
4. Check with your dealer in advance for any costs to you when arranging a warranty call. Dealers may require you to pay a service or trip charges for any warranty work. This charge can vary from store to store.