

# BRUNNER *warranty*

**3** CHECK UP TO  
MONTHS AFTER  
PURCHASE



**BRUNNER**<sup>®</sup>

*made in germany.*

brunner.eu

## What is the BRUNNER warranty?

### High-quality, durable, reliable: the heating inserts from BRUNNER

For this reason we offer an extended product guarantee for our products. Depending on the component, this is up to ten years. What you have to do for that? Register your BRUNNER product within **three months** after purchase.

## Requirements for the BRUNNER warranty

- The product must be properly installed by a specialist company<sup>1)</sup>.
- The product is handled according to the operating instructions.
- The BRUNNER warranty only applies to BRUNNER products that have been purchased through official sales channels and that are both approved and released for the country of destination. The BRUNNER warranty is only valid and enforceable in the country where the product was purchased. This assumes that the BRUNNER product was also intended for sale in this country.
- The product has been registered within the first three months after purchase.

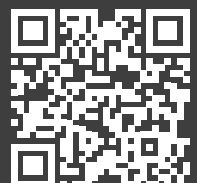
**Registration** is very easy, self-explanatory and takes place online  
[www.produktregistrierung.brunner.eu](http://www.produktregistrierung.brunner.eu)

All you need to register is the **serial or batch number** of your new heating insert. This can be found on the enclosed product information sheet. Further advantages of the BRUNNER product registration are the best possible service and an optimal supply of spare parts - so it's worth doing it.



When registering, device information and your address are stored electronically in a so-called product file. With this information, we can quickly answer customer service questions or, many years later, easily deliver the right replacement material to you.

**We assure you that this data will only be used for the purpose of the BRUNNER warranty and will not be passed on to third parties.**



## Warranty claim for following products

- 10** Cast iron heating inserts and cast iron stoves: ten-year warranty (includes the cast parts used and their industrial manufacture)
- 5** Steel heating inserts and boiler appliances: five-year warranty (includes the steel parts used and their industrial manufacture)
- 5** Steel and cast iron masonry heater doors and masonry heater fireboxes (GOF): five-year warranty (includes the cast and steel parts used and their industrial manufacture)
- 5** Gas fireplaces: five-year warranty on body; two-year warranty on electronics, gas control block and burner
- 2** Heating center (BHZ): two-year warranty (includes the material used and its industrial manufacture)
- 2** On combustion chamber linings<sup>2)</sup> and fire-exposed components of the combustion chamber (e.g. metal plates, baffles), viewing glass panes<sup>3)</sup>, screens, mechanical and electrical parts of BRUNNER heating inserts: two-year warranty

Excluded from the BRUNNER warranty are wearing parts<sup>4)</sup> such as grates, telescopic rails as well as flue gas pipes and after-heating surfaces. In the case of boiler devices, the following components are not covered by the guarantee: thermal discharge safety device, immersion sleeves, safety heat exchanger.

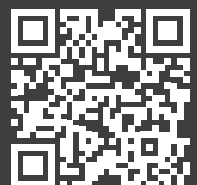
Door seals are also excluded from the warranty. BRUNNER only uses high-quality door sealing cords that are precisely tailored to the requirements of our heaters. When used as intended, the usual service life is significantly extended. Overheating with higher filling quantities than specified in the operating instructions, direct contact with the glow stick and the use of unsuitable and aggressive cleaning agents can significantly reduce the service life.

## Scope of warranty

Within the guarantee period, BRUNNER grants free material replacement for cast and steel parts that are unusable or significantly impaired in their usability as a result of a manufacturing or material defect.

In all cases of damage, the warranty claim only applies to installation in accordance with the manufacturer's instructions and technical rules as well as intended use with the specified heating output. Damage as a result of overloading, the effects of violence and normal wear and tear<sup>4)</sup> are not covered by the BRUNNER warranty.

The BRUNNER warranty ends for the respective product components after two, five or ten years; irrelevant whether it was used. An exchanged component does not extend the warranty period or does not allow it to arise again for the replacement part. Any other costs associated with the installation and removal of BRUNNER products and components are not covered by the BRUNNER warranty.



## Beginning of the BRUNNER warranty

The BRUNNER warranty starts from the date of the product purchase. The **invoice date of the specialist company** is decisive as the date of purchase (in the case of guarantee claims, the invoice from the tradesman and the warranty document must be submitted).

Statutory and contractual claims arising from the contract with your master craftsman are not affected by this declaration.

Please note that our manufacturer's guarantee does not affect the statutory rights to which you are entitled under the applicable legal system. This applies in particular to EU law.

***The offer of a voluntary warranty extension is valid for up to 3 months after purchase.***

1) A specialist company is qualified personnel within the meaning of:

- Members of the the Specialist Trade Association of Stove- and Air Heater Installers
- Persons/companies who, due to an exemption from the Chamber of Crafts, are equated with the above-mentioned skilled trades
- Persons/companies who have demonstrated a corresponding qualification based on company training (BRUNNER certificate) as long as the person(s) who has/have acquired the certificate belongs to the company.

2) Fireclay bricks are specially manufactured as custom-fit shaped bricks for our fireboxes. These bricks, pre-fired at up to 1100 degrees Celsius, serve as fireproof protection for steel or cast iron furnaces and extend their service life considerably. A wide variety of temperature loads and mechanical shocks can and will cause small cracks here. Individual cracks in the firebox lining are no cause for concern; This is completely normal and harmless and no reason for complaint. What is not allowed are material detachments or clear, star-shaped cracks in several levels.

3) BRUNNER only processes industrially high-quality glass ceramic products that are intended for use in individual fireplaces. The glass panes get their unique properties from a special manufacturing process, ceramization. In this production process, not all optical impairments such as fine scratches, solid inclusions or small air bubbles can be technically ruled out. These must be accepted as state of the art; there is no reason for complaint. The glass ceramic is checked in two quality controls according to the currently valid technical delivery specification. Unsuitable products will be discarded. This primarily concerns the tolerances in dimensional accuracy and curvature as well as a visual inspection. The optical material quality is checked under the following conditions: visual inspection in normal installation position, without optical aids; Illumination at about 800 lux - viewing distance >1m; light background (shade of fireclay bricks). A maximum of three air pockets or solid inclusions larger than four millimeters are accepted, but no air pockets with an opening to the glass surface larger than one millimeter; Defects in the decor of less than 1 millimeter are permissible for production reasons.

4) According to DIN 50320, which was withdrawn in 1997, wear describes the progressive loss of material from the surface of a solid body (base body), caused by mechanical causes, such as contact and relative movement of a solid, liquid or gaseous counter-body, i.e. the loss of mass (surface abrasion) of a material surface due to abrasive, rolling, hitting, scratching, chemical and thermal stress. In everyday language, wear-and-tear is equivalent to other forms of deterioration.

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