

WARRANTY

CONTINENTAL® products are manufactured under the strict Standard of the world recognized ISO 9001 : 2015 Quality Management System.

CONTINENTAL® products are designed with superior components and materials, assembled by trained craftsmen who take great pride in their work. The complete appliance is again thoroughly inspected by a qualified technician before packaging to ensure that you, the customer, receives the quality product that you expect from CONTINENTAL®.

CONTINENTAL® BIOMASS FURNACE PRESIDENT'S LIFETIME LIMITED WARRANTY

The following materials and workmanship in your new CONTINENTAL® biomass furnace are warranted against defects for as long as you own the appliance. This covers: weld defects in the combustion chamber and heat exchangers, ceramic glass (thermal breakage only), ash drawer and iron castings.* Perforations caused by metal scalings for a period of five years.

Electrical (110V) components and wearable parts such as blowers, thermal switch, switches, wiring, firebrick, stainless steel baffle retainer, secondary air tubes, and gasketing are covered and CONTINENTAL® will provide replacement parts free of charge during the first and second year of the limited warranty.*

Labour related to warranty repair is covered free of charge during the first year. Repair work, however, requires the prior approval of an authorized company official. Labour costs to the account of CONTINENTAL® are based on a predetermined rate schedule and any repair work must be done through an authorized CONTINENTAL® dealer.

Note that metal scaling is a normal occurrence during the lifetime of the firebox, but is greatly accelerated by the exposure to moisture, over firing and lack of preventative maintenance. Evidence of either of these conditions voids warranty.

Parts such as firebricks, gaskets and baffles should routinely be removed by the operator as part of the regular service and therefore, any warranty replacement of these parts does not qualify for any labour allowances.

* Construction of models vary. Warranty applies only to components included with your specific appliance.

CONDITIONS AND LIMITATIONS

CONTINENTAL® warrants its products against manufacturing defects to the original purchaser only. Registering your warranty is not necessary. Simply provide your proof of purchase along with the model and serial number to make a warranty claim. CONTINENTAL® reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim. Provided that the purchase was made through an authorized CONTINENTAL® dealer your appliance is subject to the following conditions and limitations: Warranty coverage begins on the date of original installation.

This factory warranty is non-transferable and may not be extended whatsoever by any of our representatives.

The biomass furnace must be installed by an authorized service technician or contractor. Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes.

This limited warranty does not cover damages caused by misuse, lack of maintenance, accident, alterations, abuse or neglect and parts installed from other manufacturers will nullify this warranty. Warranty does not cover installations in commercial or industrial settings.

This limited warranty further does not cover any scratches, dents, corrosion or discoloring caused by excessive heat, abrasive and chemical cleaners nor chipping on porcelain enamel parts, nor any venting components used in the installation of the appliance.

This warranty extends to the repair or replacement of warranted parts which are defective in material or workmanship provided that the product has been operated in accordance with the operation instructions and under normal conditions.

After the first year, with respect to the President's Lifetime Limited Warranty, CONTINENTAL® may, at its discretion, fully discharge all obligations with respect to this warranty by refunding to the original warranted purchaser the wholesale price of any warranted but defective part(s).

After the first year, CONTINENTAL® will not be responsible for installation, labour or any other costs or expenses related to the reinstallation of a warranted part, and such expenses are not covered by this warranty.

Notwithstanding any provisions contained in the President's Lifetime Limited Warranty, CONTINENTAL's responsibility under this warranty is defined as above and it shall not in any event extend to any incidental, consequential or indirect damages.

This warranty defines the obligations and liability of CONTINENTAL® with respect to the CONTINENTAL® biomass furnace and any other warranties expressed or implied with respect to this product, its components or accessories are excluded.

CONTINENTAL® neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this product. CONTINENTAL® will not be responsible for: over-firing, downdrafts, spillage caused by environmental conditions such as rooftops, buildings, nearby trees, hills, mountains, inadequate vents or ventilation, excessive venting configurations, insufficient makeup air, or negative air pressures which may or may not be caused by mechanical systems such as exhaust fans, furnaces, clothes dryers, etc.

Any damages to appliance, combustion chamber, heat exchanger, plated trim or other component due to water, weather damage, long periods of dampness, condensation, damaging chemicals or cleaners will not be the responsibility of CONTINENTAL®.

All parts replaced under the President's Limited Lifetime Warranty Policy are subject to a single claim.

CONTINENTAL® will provide replacement parts at a prorated value of the current retail price.

All parts replaced under the warranty will be covered for a period of 90 days from the date of their installation.

The manufacturer may require that defective parts or 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.

Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender.

Shipping costs are not covered under this warranty.

Additional service fees may apply if you are seeking warranty service from a dealer.

Warranty labour allowance is only for the replacement of the warranted part. Travel, diagnostic tests, shipping and other related charges are not covered by this warranty.