

# LIMITED LIFETIME WARRANTY DOUBLE WALL STOVE PIPE

The manufacturer's warranty applies only to the original purchaser and is not transferable. Subject to the conditions and exclusions set forth below, the manufacturer warrants that its products will be free from manufacturing if properly installed. This warranty only covers replacement of defective double wall stove pipe components in a residential installation. This warranty is void if the double wall stove pipe is used in a different application than what it is designed for.

## Warranty conditions

The warranty of the chimney system and its components are subject to the following conditions for brand new products with proof of purchase only:

1. Products must have been purchased from an authorized Olympia Chimney of Canada dealer.
2. Installation in accordance with the instructions supplied with this product and all local and national building codes.
3. Normal use with a residential appliance (wood stove, wood furnace or wood boiler) that has been certified by an accredited laboratory.
4. The double wall stove pipe is designed to operate at a maximum continuous temperature of 650°C (1,200°F) or less.
5. The double wall stove pipe system must be cleaned and inspected on an annual basis by a chimney professional at intervals of no more than 12 months each, starting at the date of purchase and as long as the warranty period applies. Receipts verifying that maintenance was performed must be kept.
6. Products under this warranty must have been produced after the revision date indicated at the end of this document.
7. The chimney must have a cap installed.

## Warranty application in the case of a replacement

	<i>0 to 10 years<sup>1</sup></i>	<i>11 to 15 years<sup>1</sup></i>	<i>16 years and more<sup>1</sup></i>
<b>Double Wall StovePipe*</b>	100%	100%	100%
<b>Supports and brackets*</b>	100%	100%	100%
<b>Labour</b>	100 \$ <sup>2</sup>	N/A	N/A

\* Covers perforation only.

<sup>1</sup> From date of purchase.

<sup>2</sup> Maximum compensation upon evidence of the original installation and replacement done by a professional. Claim is subject to approval by the manufacturer.

The paint used on the black double wall stove pipe by Olympia Chimney of Canada is 100% covered by a 1 year warranty on peeling.

This warranty covers the cost of shipping replacement products to the nearest Olympia Chimney retailer in Canada.

The parts covered by lifetime warranty are subject to a limit of one replacement on the useful life of the product.

The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the suggested retail price determined the manufacturer of any warranted but defective parts or supply any replacement parts under warranty without any charge.

### **Warranty exclusions**

This warranty does not cover:

1. Parts or components from other manufacturers.
2. Labour (unless specified by the manufacturer) and installation costs.
3. Products that have been altered, modified or repaired since shipment from factory.
4. Products that have been moved from their original installation site.
5. Any non-stainless components mounted or connected to the chimney or venting system.
6. Damage (to products, appliances or structure) caused by misuse, abuse, improper installation, lack of maintenance, improper inspection or any other negligence.
7. Incidental or collateral damages caused by smoke, fire, flood, strong winds, "acts of God", or any other contingency beyond the manufacturer's control.
8. Use of improper chimney cleaners or any improper solvents/chemicals.
9. Any solid fuel other than wood.
10. Damage resulting from the use of driftwood, pressure-treated lumber, wood containing salt, chemicals, or any prohibited material.

### **Claim process**

Shall your unit or any component be defective, contact immediately your Olympia Chimney of Canada (Ventis/Nexvent) dealer. Prior to your call, make sure that you have the following information necessary for your warranty claim treatment:

- Your name and contact information
- The original invoice
- The part number of the venting components as indicated on the certification label
- Nature of the defect
- Configuration of the system

**Before shipping your defective component to the manufacturer, you must first obtain a return authorization number.** Evidence of maintenance, pictures and other supporting documents may be required. Any merchandise shipped to the manufacturer without authorization will be refused automatically and returned to sender.