

Charlton & Jenrick Product Warranties

Electric Fires & Stoves:

C&J 16" & 22" 3D and 4D Ecoflame Electric Fires

Our 16" & 22" electric fires come with a 12 month return to base warranty. That means in the unlikely event of an issue if you speak with your retailer, they will arrange to take away your fire and replace it for you.

Should you have any issues, in the first instance you should contact the Authorised Charlton & Jenrick Dealer you purchased the fire from. They are experienced and qualified to aid, hopefully solving the issue, or arranging for a replacement if required.

C&J 3D Ecoflame Electric Stoves

Your 3D Electric stove comes with a 12-month parts and labour warranty.

Should you have any issues, in the first instance you should contact the Authorised Charlton & Jenrick Dealer you purchased the fire from. They are experienced and qualified to aid, hopefully solving the issue, or arranging for a replacement if required.

C&J iRange & Polaris Electric Fires Extended Five-Year Parts Warranty

These large format electric fires come with a two-year parts and labour warranty that can be extended for a further three years if you fill in your warranty registration and return to us within 1 month of purchasing your product. In all cases regarding warranty please refer in the first instance to the retailer where you bought the fire, as they are qualified to offer assistance to hopefully solve the issue or escalate to Charlton and Jenrick on your behalf.

Terms, Conditions & Exclusions of the Extended Warranty

1. The warranty is void if damage caused by incorrect installation where the fire has not been installed in accordance with the Charlton & Jenrick installation manual or if the installation does not conform to local building, fire, and safety regulations.
2. The appliance must be cleaned regularly to avoid any dust or debris build up within the fire that could cause operational issues. Damage resulting from the product not being adequately maintained will result in voiding the warranty (Please see your Charlton & Jenrick Installation and Operating Instructions for further information on how to service and maintain your Electric appliance).
3. This warranty is not transferable and relates to the original installation only and solely for the benefit of the original purchaser. Proof of purchase will be required.
4. The Registration must be correctly filled in online within one month of the product purchase date.
5. The warranty is void if the fire has been subjected to misuse, an accident or been modified by any person other than the authorised employee or authorised representative of Charlton & Jenrick.

The Warranty Specifically Does Not Cover:

6. Damage or defects caused by the product being stored in a damp, unheated environment.
7. Damage or defect caused by dirt, dust or debris entering the appliance during installation, construction or finishing work.
8. Consequential loss (to the extent permitted by the law) relating to other associated products that have not been supplied by Charlton & Jenrick.
9. Consequential loss (to the extent permitted by law) related to decorations, furnishings, or other household assets.
10. Removal and re-installation costs.

You will receive warranty details with your appliance's instruction manual – please complete the warranty form online at www.charltonandjenrick.co.uk/contact/warranty-registration/

For more information on the warranty please call our help desk on 0845 519 5991. To register your warranty online please follow the link [WARRANTY REGISTRATION](#)

PLEASE NOTE: The first 2 years are parts and labour, and the extended 3 years are parts only.

Charlton & Jenrick Product Warranties Terms & Conditions – Issue March 2021