

# Charlton & Jenrick Product Warranties

## Gas Fires & Stoves:

### Paragon/Infinity Gas Fires Extended Five-Year Parts Warranty

Your Gas Fire warranty commences from the date you purchase your fire, and you need to retain your receipt or invoice as proof of purchase. **Your fire/stove comes 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 one month of purchasing your product.** In all cases regarding warranty please refer in the first instance to the retailer where you bought the fire, this is where your contract lies and in most cases, they will be able to get you sorted, before passing over to us if they cannot.

The warranty commences from the date of your purchase and you must retain your receipt or invoice as proof of purchase. This extended warranty specifically excludes glass and soft refractory components, and any batteries.

Should you wish to make a claim, in the first instance you should contact the Authorised Paragon/Infinity Dealer you purchased the stove or fire from. They are experienced and qualified to aid, hopefully solve the issue or escalate to Charlton and Jenrick on your behalf.

#### Terms and Conditions

1. The appliance must be installed by a Gas Safe registered person in accordance with the fitting instructions.
2. The appliance must be used in accordance with the user's instructions.
3. The appliance must be serviced annually by a Gas Safe registered person.
4. The service log must be correctly filled out and the record of annual services must be up to date and supported by receipts in each case.
5. This warranty is not transferable and relates to the original installation only.
6. The appliance has not been subjected to misuse or accident or been modified or repaired by any person other than the authorised employee or authorised representative of Charlton and Jenrick Ltd.
7. The registration form must be correctly filled in online within 1 month of purchase.
8. By completing the registration form online and keeping a record of having your fire serviced annually, you extend the material cover of your two-year labour and material guarantee by three years.

**PLEASE NOTE: The first two years are parts and labour, and the extended three years are parts only.**

You will receive details of your warranty in the Gas Fire/Stove instruction manual and you can go onto our website and fill in your warranty online.

For more information on the warranty please call our help desk on 0845 519 5991.

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/](http://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](#)