

Charlton & Jenrick Product Warranties

Charlton & Jenrick have been manufacturing and supplying into the independent fireplace retail market since 1986. You are safe in the knowledge that all our products are CE approved, meet all current EcoDesign regulations and are at the pinnacle of innovation. Being built under both ISO9001 and ISO14001 management systems you can rest assured that quality and environmental impact are top of our agenda when creating these stunning fires.

As a company our expertise is in the innovation, design and manufacture of high tech, high quality beautiful flame products. To ensure you the consumer get the best in customer service we work with dedicated local independent retailers that can offer you advice, home visits and support in your local area.

To this end it is a condition of our terms & conditions we have with our dedicated retailers that they themselves look after any technical issues that arise in the first instance because they are in the best place to offer quick local support to a product they fully understand and to you, their customer.

Below you will find details of the warranties we offer for each of our product ranges.

Gas Fires & Stoves Extended Five-Year Parts Warranty

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

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, with the option of extending the parts warranty for a further three years if you fill in your warranty registration online within one month of purchasing your product.** For any warranty-related matters, kindly reach out initially to the retailer from whom you purchased the fire. Your contract primarily resides with them, and in most instances, they possess the capability to address and resolve your concerns. If they are unable to assist, then they will escalate the issue to us for further resolution.

The warranty commences from the date of your purchase 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 Charlton and Jenrick Dealer you purchased the stove or fire from. They are experienced and qualified to offer assistance, to 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 four years.
9. A service call will only be logged once the retailer or installer has inspected the appliance and verified that there is a manufacturing fault. Any visit by a C&J Engineer or approved third party will incur a service charge if, our engineer inspects an appliance and concludes there is no manufacturing fault.