

Charlton & Jenrick Product Warranties

Charlton & Jenrick has been manufacturing and supplying the independent fireplace retail market since 1986. Our products are designed and manufactured to comply with the applicable product safety, conformity and Ecodesign requirements for the markets in which they are sold. Where required, products carry the appropriate UKCA or CE conformity marking.

Our ISO 9001 and ISO 14001 certified management systems reflect our commitment to product quality and responsible environmental management.

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.

Solid Fuel Stoves:

Fireline Wood Burning & Multi-fuel Stoves Extended Seven-Year Parts Warranty

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

Your Fireline Stove warranty commences from the date you purchase your stove, and you need to retain your receipt or invoice as proof of purchase.

Your stove comes with a two year parts and labour warranty, with the option of extending the parts warranty for a further five 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.

Whilst filling in your registration form online at www.charltonandjenrick.co.uk you will require the details of the Authorised Charlton and Jenrick dealer you purchased the stove from. **Only stoves purchased from an Authorised Charlton and Jenrick Dealer and registered within the allotted time will qualify for the extended seven-year warranty.**

For the extended warranty to be valid the installation of the stove must comply with relevant Building Regulations and must be carried out by a suitably trained and qualified person (HETAS or other competence scheme registered in the UK or equivalent in other countries). The installer needs to complete the certificate of installation and the commissioning report, and you need to keep these to produce should you need to make a claim against the warranty. This warranty does not cover any aspect whatsoever of the flue arrangements for the installation, or the installation work itself, as these are beyond the control of Fireline as the manufacturer of the stove. It is a condition of the guarantee that the flue be swept, checked, and cleaned by a suitably qualified individual as appropriate at least once per year. It is also a condition of the warranty that you have your stove serviced annually by a suitably trained and qualified person (HETAS or other competence scheme registered in the UK or equivalent in other countries) and any maintenance work needed be carried out at this time. Stove paint finishes require touching up or re-painting from time to time and failure to maintain the surface finish of a stove can lead to unnecessary corrosion. Looking after the paint finish is normal maintenance and not covered by warranty. Receipts and records of the annual services are required in the event of a warranty claim after the first 12 months and in the period of the extended warranty.

Replacement or repaired products are only covered for the remainder of the original warranty period.

Should you wish to make a claim, in the first instance you should contact the Authorised Charlton and Jenrick Dealer you purchased the stove from. They are experienced and 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 following items are considered consumables and are not deemed to be covered under warranty for normal use: firebricks, glass, rope seals, log retainers, baffles, grate parts, ash pans and liners.
2. The appliance must be used in accordance with the user's instructions.
3. The appliance must be serviced annually by a suitably trained and qualified person (e.g., HETAS or other competence scheme registered in the UK or equivalent in other countries).
4. 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.

5. The warranty is void if the stove has been subjected to misuse, an accident or been modified/repaired by any person other than the authorised employee or authorised representative of Fireline. This includes use of incorrect, non-recommended or damp fuels and damage caused by over-firing the stove, details of which can be found in the instruction manual.
6. The warranty is void if damage caused by incorrect installation where the stove has not been installed in accordance with the Fireline installation manual or if the installation does not conform to local building, fire, and safety regulations.
7. No warranty is given for corrosion or other associated damage caused by condensation, damp or water ingress into the flue, chimney, or surroundings of the stove.
8. The registration must be correctly filled in online within 1 month of purchase.
9. This warranty expressly excludes any consequential or incidental liability or inconvenience arising from any fault, howsoever caused.
10. 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 five years.

Go Eco Multi-fuel Stoves Three-Year Parts Warranty

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

Your Go Eco Stove warranty commences from the date you purchase your stove, and you need to retain your receipt or invoice as proof of purchase.

Your stove comes with a two year parts and labour warranty, with the option of extending the parts warranty for a further one year 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.

Whilst filling in your registration form either enclosed with the instruction manual or online at www.charltonandjenrick.co.uk you will require the details of the Authorised C&J dealer you purchased the stove from. **Only stoves purchased from an Authorised C&J Dealer and registered within the allotted time will qualify for the extended three-year warranty.**

For the extended warranty to be valid the installation of the stove must comply with relevant Building Regulations and must be carried out by a suitably trained and qualified person (HETAS or other competence scheme registered in the UK or equivalent in other countries). The installer needs to complete the certificate of installation and the commissioning report and you need to keep these to produce should you need to make a claim against the warranty. This warranty does not cover any aspect whatsoever of the flue arrangements for the installation, or the installation work itself, as these are beyond the control of C&J as the manufacturer of the stove. It is a condition of the guarantee that the flue be swept, checked, and cleaned by a suitably qualified individual as appropriate at least once per year. It is also a condition of the warranty that you have your stove serviced annually by a suitably trained and qualified person (HETAS or other competence scheme registered in the UK or equivalent in other countries) and any maintenance work needed be carried out at this time. Stove paint finishes require touching up or re-painting from time to time and failure to maintain the surface finish of a stove can lead to unnecessary corrosion. Looking after the paint finish is normal maintenance and not covered by warranty. Receipts and records of the annual services are required in the event of a warranty claim after the first 12 months and in the period of the extended warranty.

Replacement or repaired products are only covered for the remainder of the original warranty period.

Should you wish to make a claim, in the first instance you should contact the Authorised Charlton and Jenrick Dealer you purchased the stove from. They are experienced and qualified to offer assistance, to hopefully resolve the issue or escalate to Charlton and Jenrick on your behalf.

Terms, Conditions & Exclusions of the Extended Warranty

1. The following items are considered consumables and are not deemed to be covered under warranty for normal use: firebricks, glass, rope seals, log retainers, baffles, grate parts, ash pans and liners.
2. The appliance must be used in accordance with the user's instructions.
3. The appliance must be serviced annually by a suitably trained and qualified person (e.g., HETAS or other competence scheme registered in the UK or equivalent in other countries).
4. 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.
5. The warranty is void if the stove has been subjected to misuse, an accident or been modified/repaired by any person other than the authorised employee or authorised representative of C&J. This includes use of incorrect, non-recommended or damp fuels and damage caused by over-firing the stove, details of which can be found in the instruction manual.
6. The warranty is void if damage caused by incorrect installation where the stove has not been installed in accordance with the C&J installation manual or if the installation does not conform to local building, fire, and safety regulations.
7. No warranty is given for corrosion or other associated damage caused by condensation, damp or water ingress into the flue, chimney, or surroundings of the stove.
8. The registration must be correctly filled in online within 1 month of purchase.

9. This warranty expressly excludes any consequential or incidental liability or inconvenience arising from any fault, howsoever caused.
10. 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 one year.

Purevision Multi-fuel Stoves Extended Twelve-Year Parts Warranty

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

Your Purevision Stove warranty commences from the date you purchase your stove, and you need to retain your receipt or invoice as proof of purchase.

Your stove comes with a two year parts and labour warranty, with the option of extending the parts warranty for a further ten 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.

Whilst filling in your registration form online at www.charltonandjenrick.co.uk you will require the details of the Authorised Charlton and Jenrick dealer you purchased the stove from. **Only stoves purchased from an Authorised Charlton and Jenrick Dealer and registered within the allotted time will qualify for the extended twelve-year warranty.**

For the extended warranty to be valid the installation of the stove must comply with relevant Building Regulations and must be carried out by a suitably trained and qualified person (HETAS or other competence scheme registered in the UK or equivalent in other countries). The installer needs to complete the certificate of installation and the commissioning report, and you need to keep these to produce should you need to make a claim against the warranty. This warranty does not cover any aspect whatsoever of the flue arrangements for the installation, or the installation work itself, as these are beyond the control of Purevision as the manufacturer of the stove. It is a condition of the guarantee that the flue be swept, checked, and cleaned by a suitably qualified individual as appropriate at least once per year. It is also a condition of the warranty that you have your stove serviced annually by a suitably trained and qualified person (HETAS or other competence scheme registered in the UK or equivalent in other countries) and any maintenance work needed be carried out at this time. Stove paint finishes require touching up or re-painting from time to time and failure to maintain the surface finish of a stove can lead to unnecessary corrosion. Looking after the paint finish is normal maintenance and not covered by warranty. Receipts and records of the annual services are required in the event of a warranty claim after the first 12 months and in the period of the extended warranty.

Replacement or repaired products are only covered for the remainder of the original warranty period.

Should you wish to make a claim, in the first instance you should contact the Authorised Charlton and Jenrick Dealer you purchased the stove from. They are experienced and 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 following items are considered consumables and are not deemed to be covered under warranty for normal use: firebricks, glass, rope seals, log retainers, baffles, grate parts, ash pans and liners.
2. The appliance must be used in accordance with the user's instructions.
3. The appliance must be serviced annually by a suitably trained and qualified person (e.g., HETAS or other competence scheme registered in the UK or equivalent in other countries).
4. 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.
5. The Warranty Registration Form must be correctly filled in online within 1 month of purchase.
6. The warranty is void if the stove has been subjected to misuse, an accident or been modified/repaired by any person other than the authorised employee or authorised representative of Purevision. This includes use of incorrect, non-recommended or damp fuels and damage caused by over-firing the stove, details of which can be found in the instruction manual.
7. The warranty is void if damage caused by incorrect installation where the stove has not been installed in accordance with the Purevision installation manual or if the installation does not conform to local building, fire, and safety regulations.

8. No warranty is given for corrosion or other associated damage caused by condensation, damp or water ingress into the flue, chimney, or surroundings of the stove.
9. This warranty expressly excludes any consequential or incidental liability or inconvenience arising from any fault, howsoever caused.
10. By completing the registration form and keeping a record of having your fire serviced annually you extend the material cover of your two year labour and material guarantee by ten years.

Electric Fires & Stoves:

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

Our 16" & 22" Maxi 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 C&J Dealer you purchased the fire from. They are experienced and qualified to aid, hopefully solving the issue, or arranging 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 C&J 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, Luminosa, Opulus & Panache Electric Fires Extended Five-Year Parts Warranty

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

These large format electric fires come 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. In all cases regarding warranty please refer in the first instance to the retailer where you bought the fire. They are experienced and qualified to offer assistance, to hopefully resolve 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 C&J 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 C&J 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 C&J.

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 C&J.
9. Consequential loss (to the extent permitted by law) related to decorations, furnishings, or other household assets.
10. Removal and re-installation costs.

C&J Go Eco Electric Fires Extended Three-Year Parts Warranty

PLEASE NOTE: The first 2 years are parts and labour, and the extended 1 year is parts only.

These large format electric fires come with a two-year parts and labour warranty, with the option of extending the parts warranty for a further one year if you fill in your warranty registration online 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. They are experienced and qualified to offer assistance, to hopefully resolve 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 C&J 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 C&J 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 C&J.

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 C&J.
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 01952 200 444. To register your warranty online please follow the link [WARRANTY REGISTRATION](#)