

LIFETIME LIMITED WARRANTY

Each Flare Fire comes with a limited lifetime warranty and our commitment to resolve any issues.

This Warranty

1. Takes effect from the date of install, as recorded on the Register Your Fire page on our website, or as recorded on Flare's sale, purchase and delivery documents.
2. Applies if the fire is registered within 12 months of installation.
3. Is given to the original owners of the fire, and is not transferred when ownership of the fire is transferred for any reason.
4. Is subject to the finish and cure guide being followed by the first persons to light this fire.

Structural Integrity – Each Flare Fire is guaranteed to be structurally sound. This excludes damage from natural disasters and is subject to the customer following the finish and cure guide and the fire being installed as per Flare's PS1 current at the time of the install.

Cracking – As Flare Fires are a natural concrete product, cracks and small chipping around those cracks are almost unavoidable. As such they are not covered by our warranty. Please follow the finish and cure guide to minimise cracking and note that you can choose to get your fire plastered after such cracks have occurred.

Staining – Due to cracking, some lime and rust stain may appear over time. This is normal and to be expected.

Fire Bricks – Flare Fires will replace fire bricks, no questions asked, during the lifetime of the fire.

Chipping – We guarantee that your Flare Fire will leave our factory without any chips. Any chipping that occurs during transit will be the responsibility of the transport company. If chipping happens during install, this will be the liability of the installer. If chipping occurs after install, this will be the responsibility of the owner. Flare Fires will not accept any liability for any chipping however we will help with the process to ensure the product is repaired or replaced and charged to those responsible.

Finish – All Flare Fires are supplied as a raw concrete fire which we call 'Natural Precast'. We do apply a plaster skim coat, as necessary, to cover some larger naturally occurring air holes. However many natural concrete imperfections will remain and Flare does not accept any liability for these, including but not limited to; air bubble holes, imperfect edges, some colour variation, and surfaces that may not be completely flat.

Plaster Finish - Whilst we accept no liability for a plaster finish you can choose to get a third party to undertake this work.

Schist or brick cladding - Schist or brick cladding adds significantly to the weight of your Flare Fire and will put your fire outside of its PS1 engineering design. Because of this, Flare Fires does not warranty the structural integrity of a Flare Fire with a schist or brick finish. We can however put you in touch with our engineers to get a specific PS1 design for your finish.

Accessories – All Flare Fire Stainless Steel Accessories come with a 5 year full replacement warranty for failure to perform. Other accessories come with a 12 month warranty.