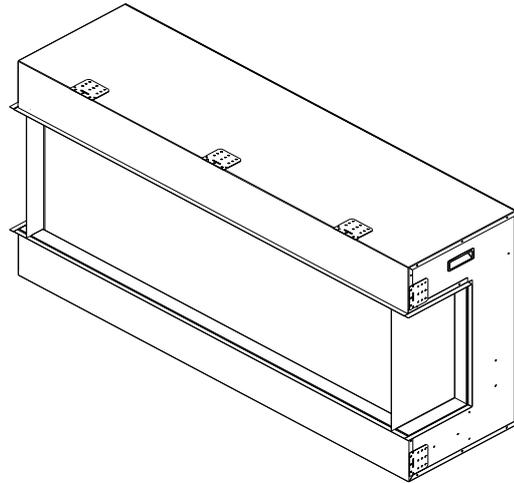




## INSTALLATION AND OPERATION INSTRUCTIONS FOR

STRATUS 100-39 TRU

STRATUS 125-39 TRU



### SAFETY INFORMATION

 **WARNING**

**If the information in these instructions are not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life.**

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

**INSTALLER: LEAVE THIS MANUAL WITH THE APPLIANCE.**

**CONSUMER: RETAIN THIS MANUAL FOR FUTURE REFERENCE.**

## TABLE OF CONTENTS

Please read and carefully follow all of the instruction found in this manual. Please pay special attention to the safety instructions provided in this manual. The instructions included here will assure that you have many years of dependable and enjoyable service from your Rayburn product.

IMPORTANT INSTRUCTIONS.....	3
UNPACKING AND TESTING APPLIANCE .....	5
LOCATING THE FIREPLACE .....	5
STRATUS 100-39 TRU.....	6
STRATUS 125-39 TRU.....	7
SAFETY DRILL SCREW AREA .....	8
INSTALLATION.....	9
MEDIA OPTIONS .....	15
MEDIA OPERATION.....	16
OPERATION .....	17
REMOTE CONTROL OPERATION .....	18
CARE AND MAINTENANCE.....	21
REPLACEMENT PARTS .....	22
EXPLODED VIEW.....	23
WIRING DIAGRAM .....	24
TROUBLE SHOOTING .....	25
SERVICE HISTORY .....	26
WARRANTY .....	27

## IMPORTANT INSTRUCTIONS

1. Read all instructions before installing or using this heater.
2. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet from the front of the heater; keep them away from sides and rear as well.
3. Always switch off the heater at the mains supply when not in use.
4. Do not operate the fireplace if it has a damaged cord or plug, after it has malfunctioned, or if the unit has been dropped or damaged in anyway.
5. Never place the heater where it may fall into a bathtub or other water containers.
6. Do not run the cord under carpeting. Do not cover the cord with throw rugs, runners or anything else. Arrange the cord away from traffic area where it could not be tripped over.
7. To disconnect the heater, turn the controls to "OFF" before disconnecting from the mains supply.
8. Do not insert or allow foreign objects to enter any ventilation or exhaust opening, as this may cause an electric shock, fire or damage to the heater.
9. Ensure air intakes are free from obstruction, free from debris, fibres, pet hair, etc.
10. Do not use it in areas where gasoline, paint or flammable liquids are used or stored.
11. Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
12. Do not use an extension cord because the extension cord may overheat and cause a fire.
13. Always use properly grounded fused and polarized outlets.
14. Always use ground fault protection where it is required by electrical codes.
15. Always disconnect the power before performing any cleaning, maintenance or relocation of the heater.
16. To prevent a possible fire, do not burn wood or other materials in this heater.
17. To prevent electric shock or fire, always use a certified electrician, should new circuits or outlets be required.
18. When transporting or storing the heater, keep it in a dry place, free from excessive vibration.
19. This appliance should not be modified under any circumstances.
20. Packaging material should be kept away from children and be disposed of in a safe manner.  
Plastic bags are not toys and should be kept away from children and infants.
21. Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.
22. If the glass is damaged, do not use the heater in order to avoid a hazard.
23. Children of less than 3 years should be kept away from unless continuously supervised.
24. **CAUTION** Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

## Cautions

Do's	·Always install the heater in accordance with this guide. If in doubt obtain expert advice.
	·Always make sure the electrical socket is accessible and located adjacent to, but not above the heater.
	·Always disconnect the heater from the electrical supply before moving it, or carrying out cleaning, maintenance.
	·Always make sure the heater is firmly secured to prevent it from being tipped over.
	·Always use a fire guard when young children and infirm persons can come into contact with the heater.
Don'ts	·Never leave children unsupervised in a room where the heater is ON and unguarded.
	·Never obstruct or cover the fan outlet or force items into heater openings.
	·Never use aerosols or steam cleaners on or around the heater.
	·Never route the mains supply cable under carpet etc.
	·Never install the heater close to curtains or combustible materials.
	·Never use the heater to dry clothes etc.
	·Never sit or stand on the heater.

## UNPACKING AND TESTING APPLIANCE

Carefully remove the appliance from the box.

Prior to installing the appliance, test to make sure the appliance operates properly by plugging the power supply cord into a conveniently located 230V electrical socket.

Test all aspects of its operation (manual switches, remote and heater) to make sure all components operate correctly.

As with most electronic devices, your new electric fireplace has been designed to operate at temperatures between 5°C and 35°C. During the cold winter months, allow the fireplace to reach room temperature before turning it on.

**NOTE: There may be trace of odor during the first few minutes of initial use. This is harmless, normal and will never occur again.**



### **WARNING – ELECTRIC SHOCK HAZARD**

It is the customer's responsibility to contact a qualified electrical installer to make sure the electrical installation is adequate and in conformance with the regulations.

Take special care when cutting holes in walls or floor. Electrical wires may be behind the wall or floor covering and could cause an electrical shock if you touch them.

Locate any electrical circuits that could be affected by the installation of this product and disconnect power circuit.



### **WARNING: THIS APPLIANCE MUST BE EARTHED.**

DO NOT use an extension lead with this appliance.

The appliance is designed for the voltage stated on the data plate.

Recommended but not mandatory to fit an individual Residual Current Device (RCD) to the cooker supply circuit.

Hand this Manual to the User for retention and instruct in the safe operation of the appliance.

## LOCATING THE FIREPLACE

Plan where to locate and frame the fireplace. This will save time and money later when you install the fireplace. Before installation consider the following:

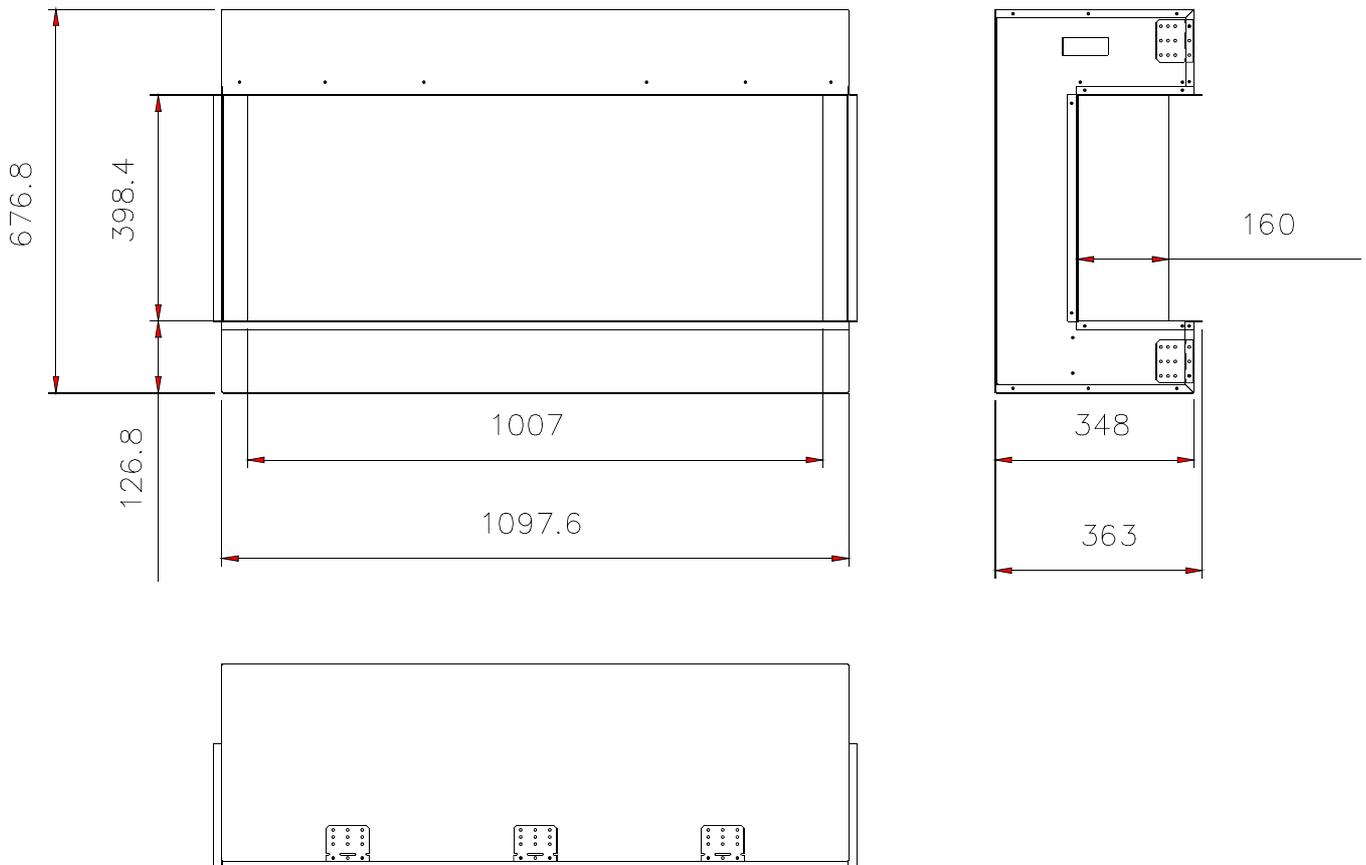
1. Where the fireplace is located must allow for wall and ceiling clearances.
2. Consider a location where the fireplace screen will not be exposed to direct sunlight from windows or doors.
3. The appliance must be wired into a separate single phase power supply 230V~50Hz, 13amp fused spur. The fused spur/socket must be accessible at all times and must not be placed behind the unit. The mains socket must be accessible to ensure the appliance can be safely disconnected when required.
4. On built in units the connection must be made using a 13 amp switched fused spur, the switch must be accessible at all times, to connect to a fused spur trim the power cord provided.

# STRATUS 100-39 TRU

Description	Built-in Appliance
Voltage	230V AC 50Hz
Watts	1900W Max
NO HEATER	25W
MOTOR HEATER	19W
Appliance Width	109.7 cm
Appliance Height	67.7 cm
Appliance Depth	36.3 cm
Gross Weight	55kg
Plug Location	Left side
Cord Length	180 cm
Rough Wall Opening Size	111.2 cm × 69 cm
KW	1.9

This appliance has been tested in accordance with the EN 60335-1:2012 + A11:2014 + A13:2017, EN 60335-2-30:2009 + A11:2012, EN 62233:2008. If you need assistance during installation, please contact your local dealer.

**NOTE: The complete installation must be done in accordance with current Standards and Local Codes. The instructions in this manual must be followed to ensure safe operation of the appliance. It should be noted that the requirements and this publication may be superseded during the life of the stove.**

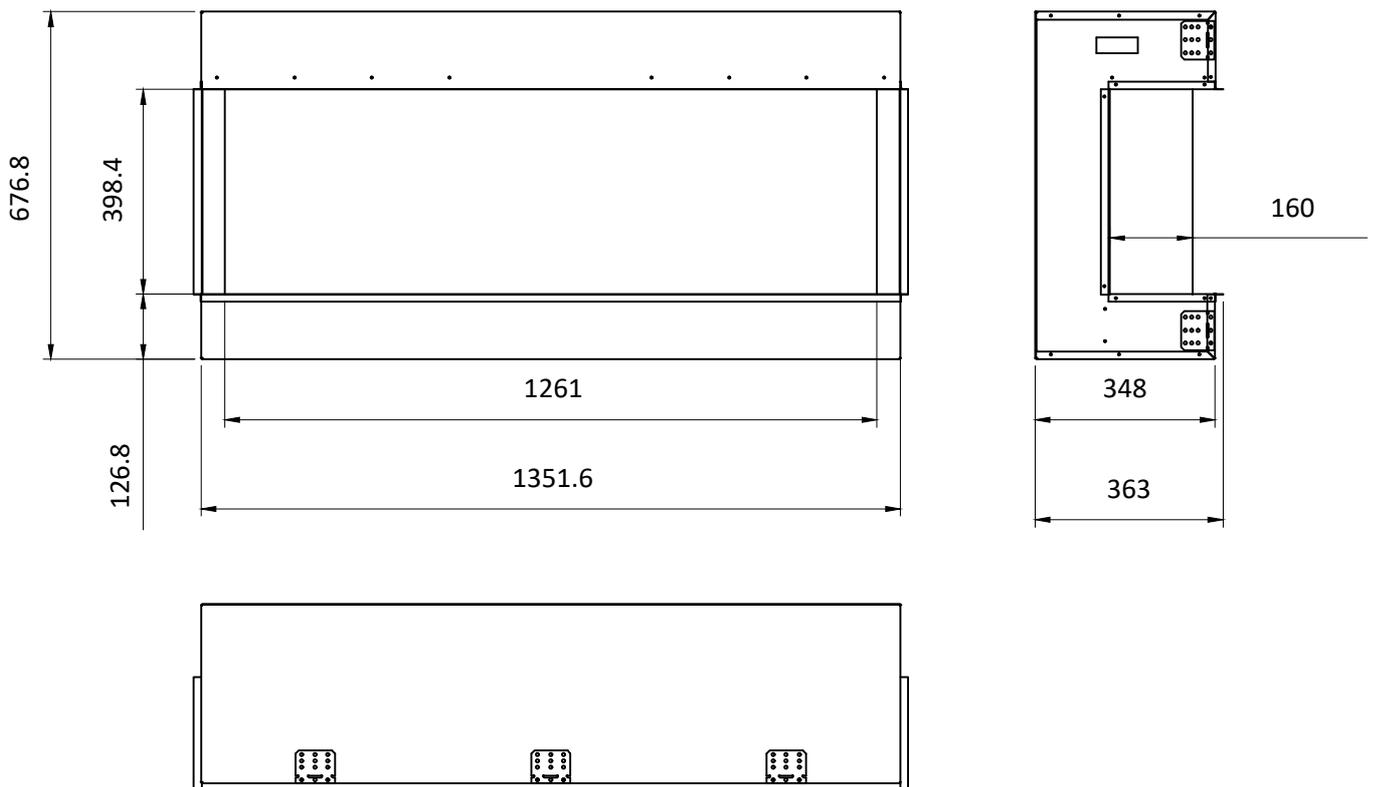


# STRATUS 125-39 TRU

Description	Built-in Appliance
Voltage	230V AC 50Hz
Watts	1900W Max
NO HEATER	25W
MOTOR HEATER	19W
Appliance Width	135.2 cm
Appliance Height	67.7 cm
Appliance Depth	36.3 cm
Gross Weight	56kg
Plug Location	Left side
Cord Length	180 cm
Rough Wall Opening Size	136.5 cm × 69 cm
KW	1.9

This appliance has been tested in accordance with the EN 60335-1:2012 + A11:2014 + A13:2017, EN 60335-2-30:2009 + A11:2012, EN 62233:2008. If you need assistance during installation, please contact your local dealer.

**NOTE: The complete installation must be done in accordance with current Standards and Local Codes. The instructions in this manual must be followed to ensure safe operation of the appliance. It should be noted that the requirements and this publication may be superseded during the life of the stove.**

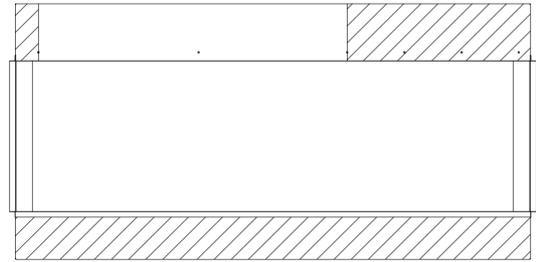


## SAFETY DRILL SCREW AREA

There is a safety drill screw area as show below.  
Please make sure that the fix screws are in this area.



The manual control pad position



Safety drill screw area  
(Dark area)

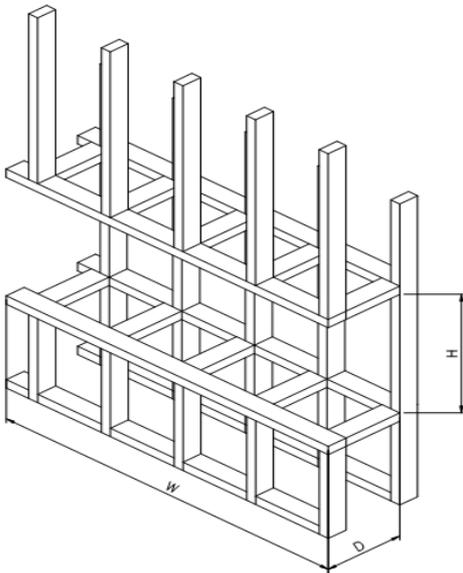
## INSTALLATION

The STRATUS TRU models are designed to be built-in and allow for the finishing material (drywall, stone, tile, etc) to be built right down to the glass edge.

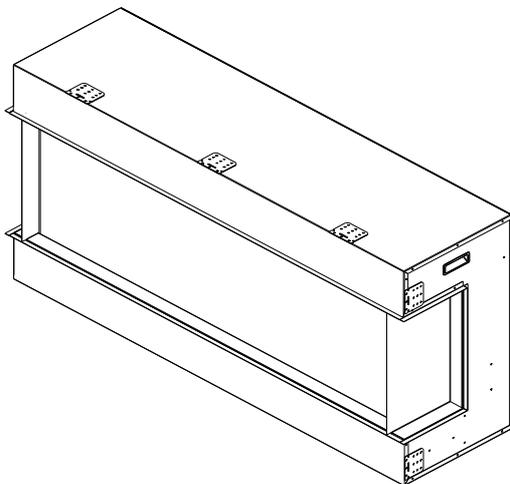
The rough wall opening size of the fireplace:

NOTE: Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance.

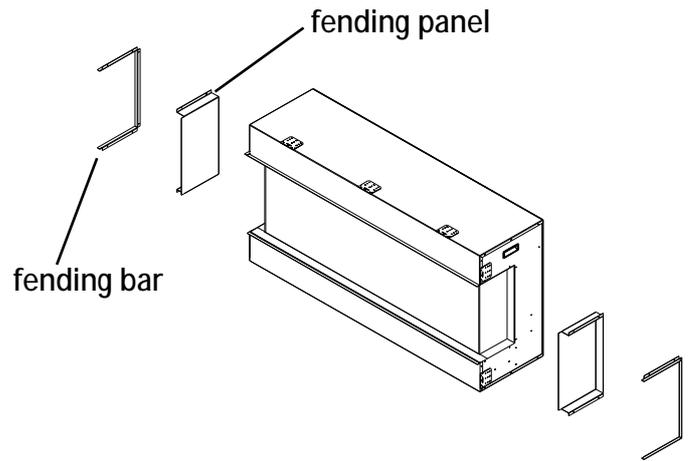
	W( " )	D( " )	H( " )
STRATUS 100-39 TRU	111.2	37.5	69
STRATUS 125-39 TRU	136.5	37.5	69



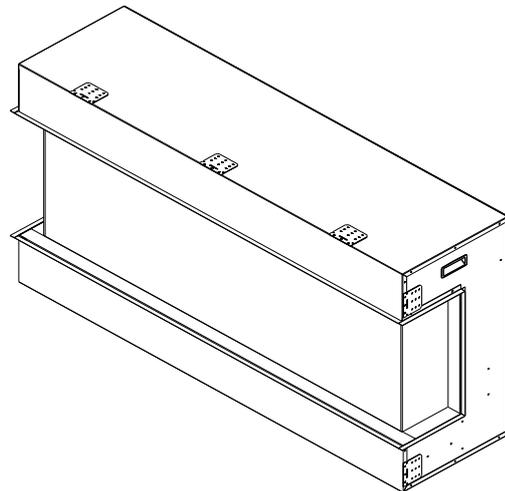
1. Product is fixed with fending bars and panels on the left and right side.



2. Take off the fending bars and panels if you want to view the fire from three angles.

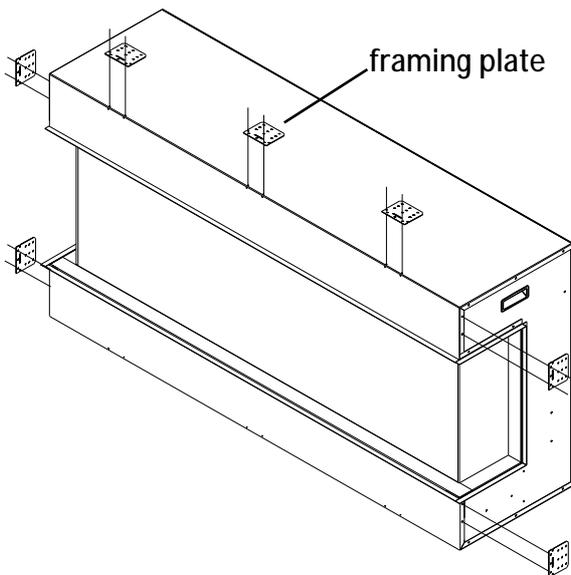


3. Fix back the fending bar after the panel is removed.

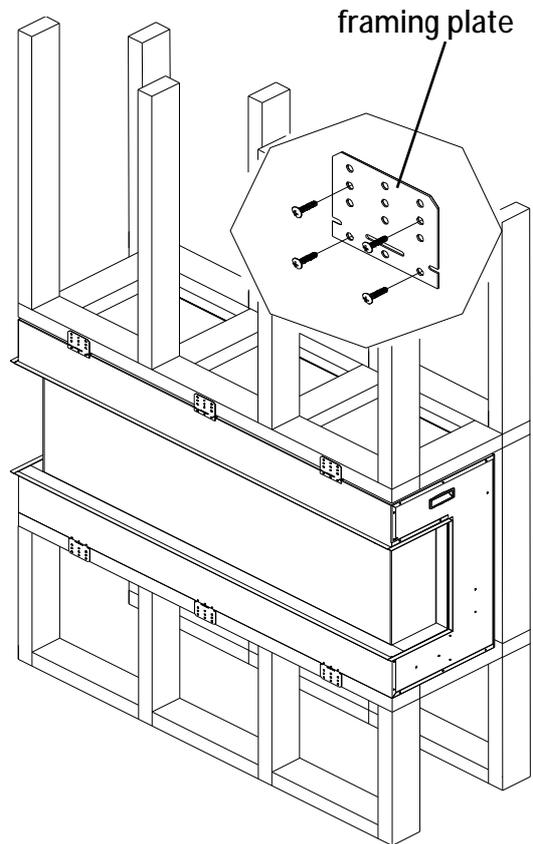


4. Remove the framing plates from the fireplace and fix them as the picture shows.

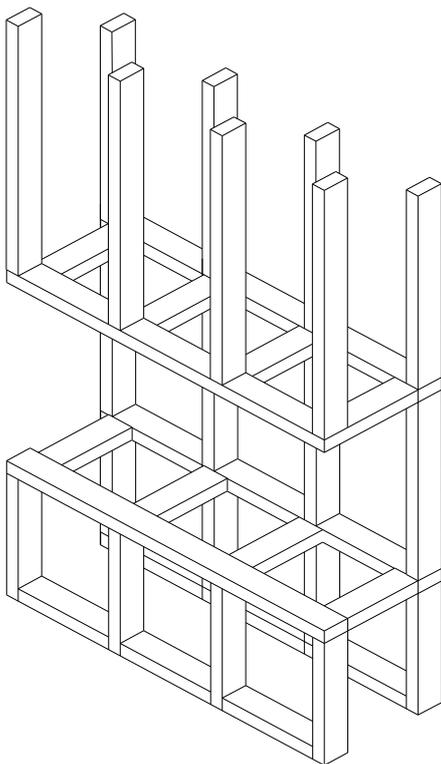
Note: After removing framing plates on the left and right sides, screw back the screws.



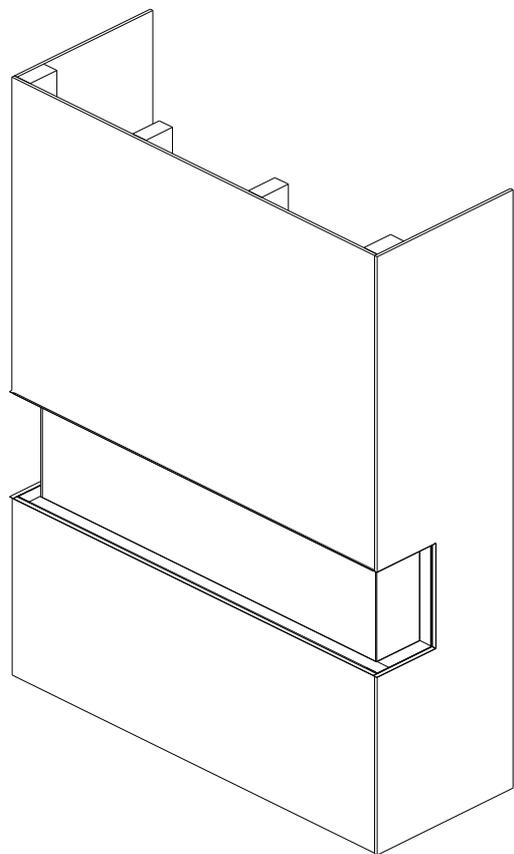
5. Make an opening for the fireplace according to requested measurement.



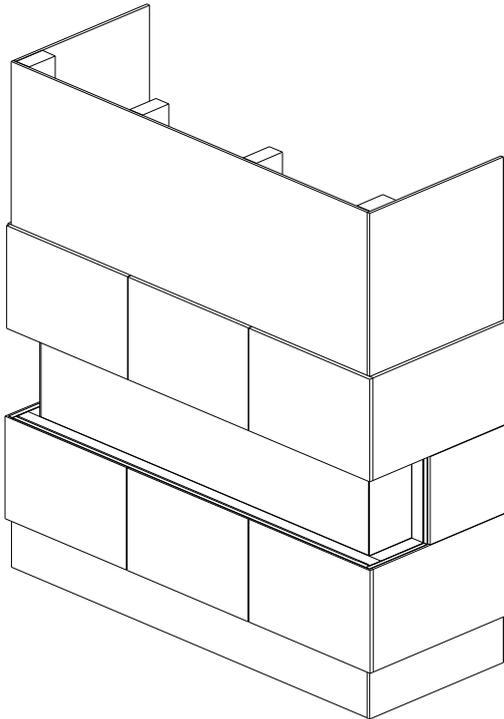
7. After checking that the fireplace operates properly, cover the glass panels with protective plastic bag and install plywood or drywall.



6. Insert the fireplace into the wall opening. Drive the mounting screws into the frame plates on the unit and the wall studs. To fix the bottom of the fireplace and the wall studs with the framing plates that you've removed from left and right side of the fireplace at STEP 4. Plug in and check if the fireplace works.

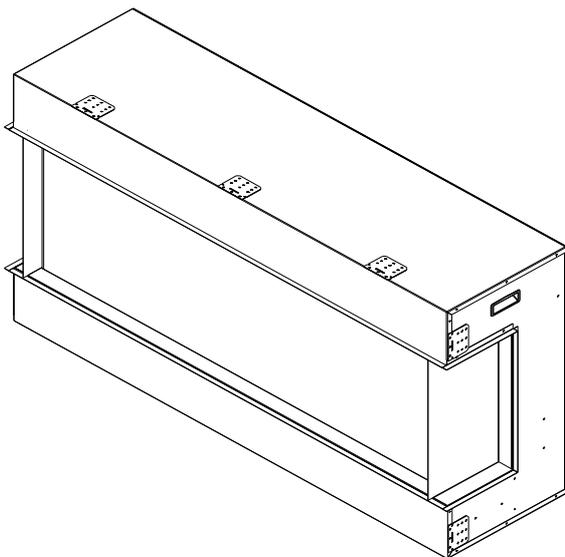


8. Decorate the plywood or drywall with glazed tile, wallpaper, etc.



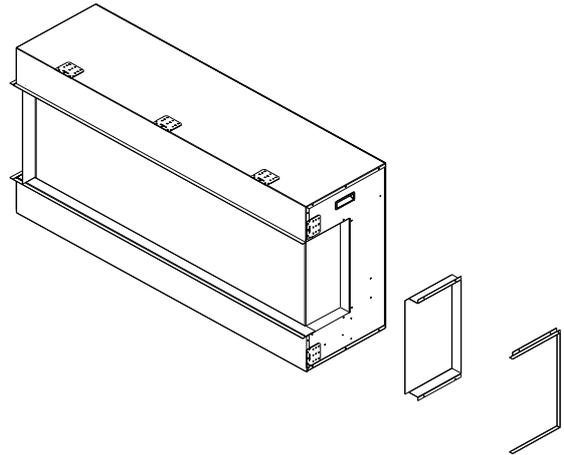
### Installation for Front and Right Side Viewing

1. To install the fireplace where the left side is close to a wall, and you want to view the fire from front and right side, take off the fending panel on the right.

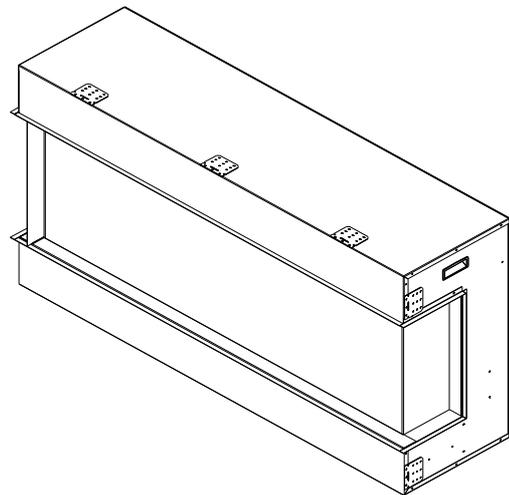


2. Unscrew 7 screws on the right side that fix the fending bar and panel and then take off the

fending bar and panel.

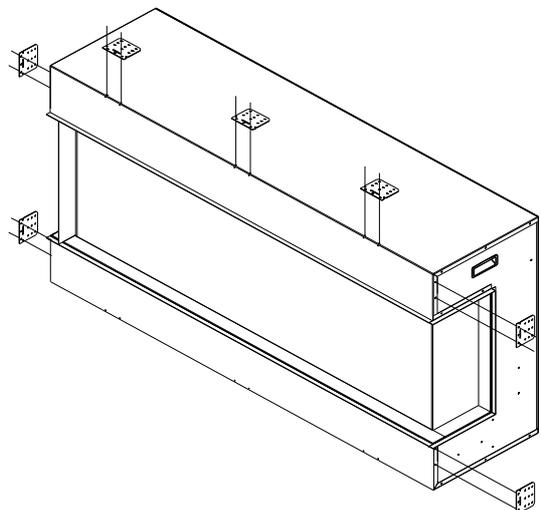


3. After the fending panel is removed, screw back the bar.

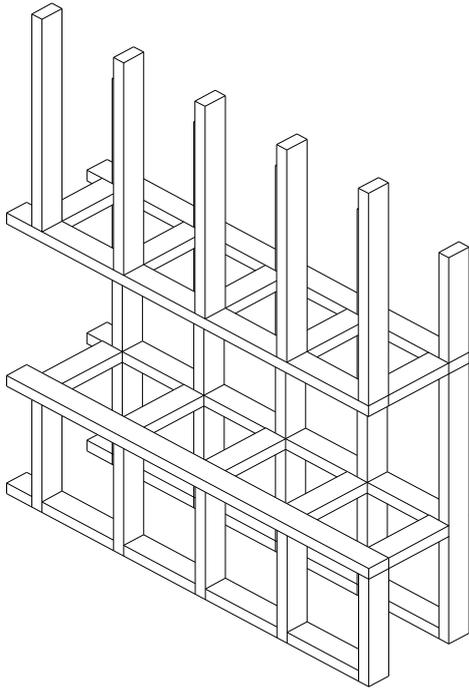


4. Remove the framing plates from the fireplace and fix them as the picture shows.

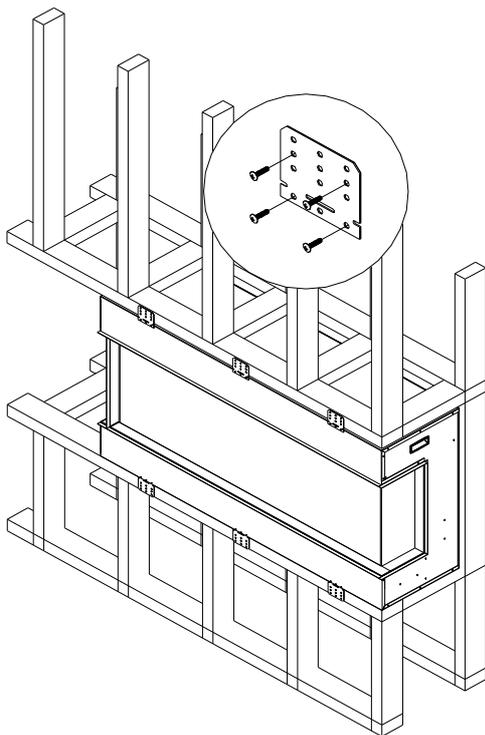
Note: After removing framing plates on the left and right sides, screw back the screws.



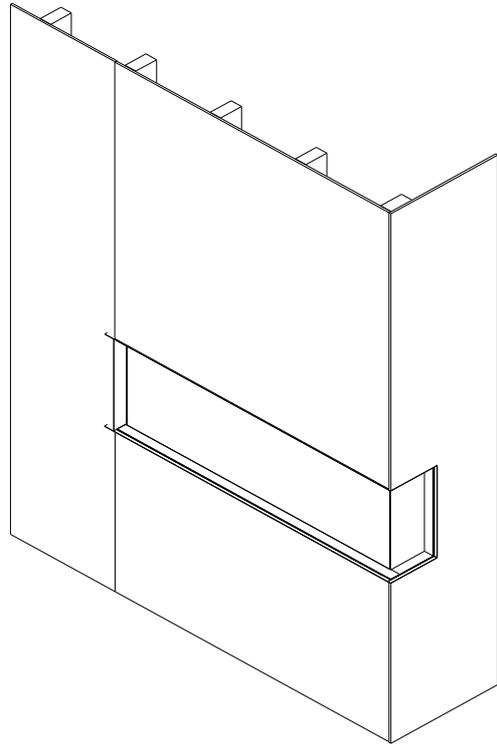
5. Make an opening for the fireplace according to requested measurement.



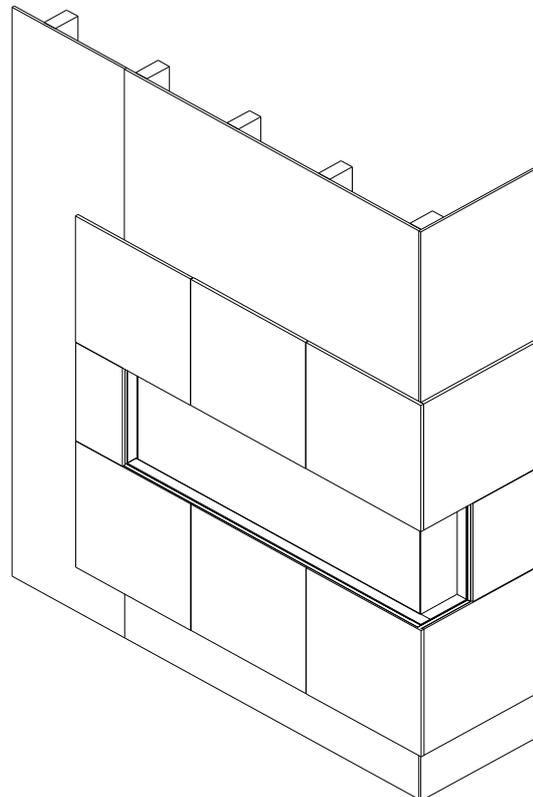
6. Insert the fireplace into the wall opening. Drive the mounting screws into the frame plates on the unit and the wall studs. To fix the bottom of the fireplace and the wall studs with the framing plates that you've removed from left and right side of the fireplace at STEP 4. Plug in and check if the fireplace works.



7. After checking that the fireplace operates properly, cover the glass panels with protective plastic bag and install plywood or drywall.

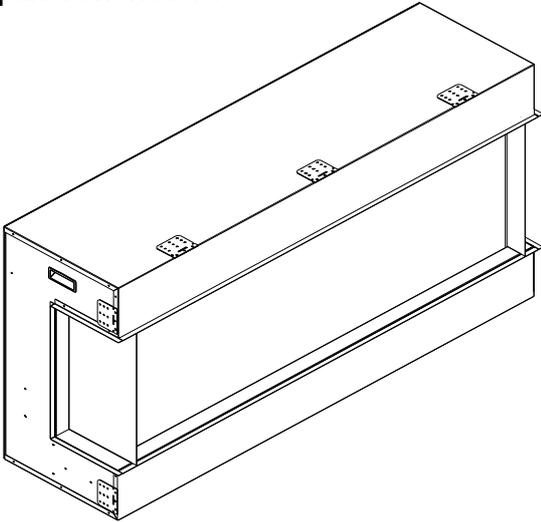


8. Decorate the plywood or drywall with glazed tile, wallpaper, etc.

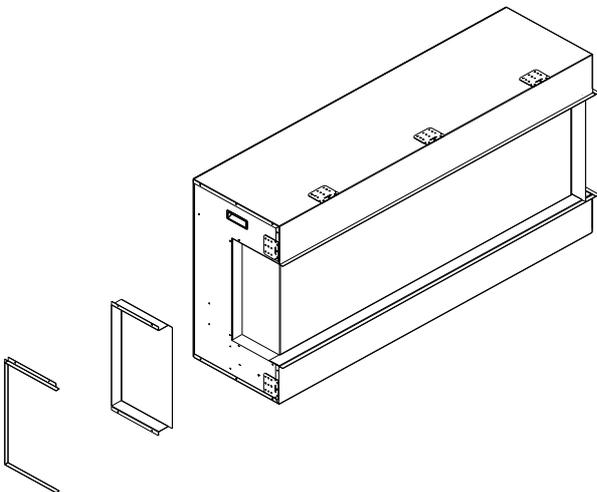


## Installation for Front and Left Side Viewing

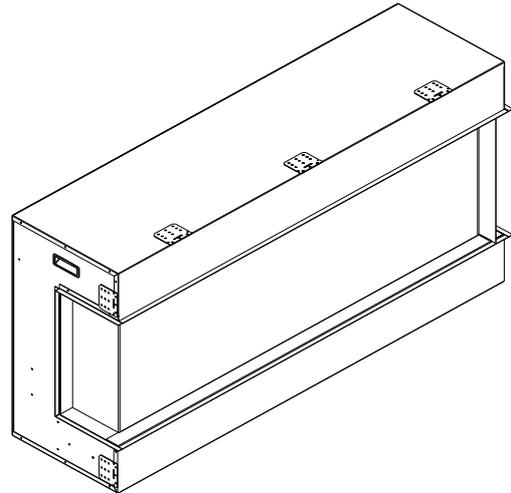
1. Install the fireplace where the right side is close to a wall, and you want to view the fire from front and left side, take off the fending panel on the left.



2. Unscrew 7 screws on the right side that fix the fending bar and panel and then take off the fending bar and panel.

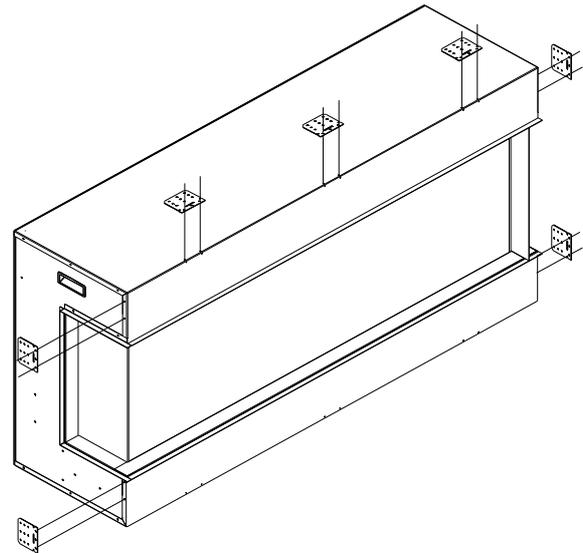


3. After the fending panel is removed, screw back the bar.



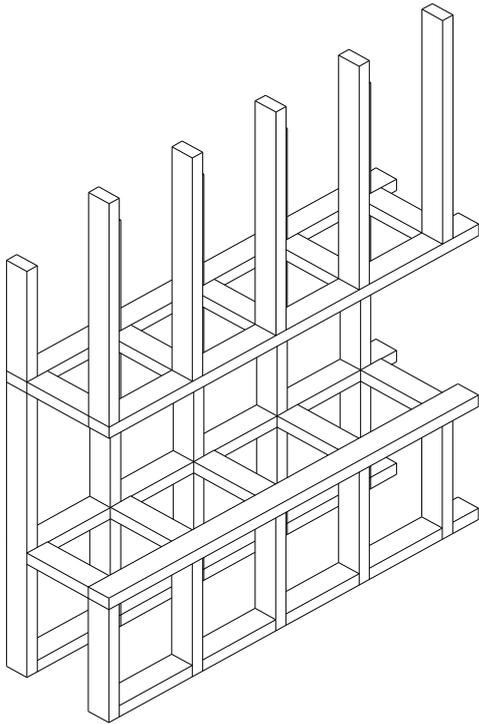
4. Remove the framing plates from the fireplace and fix them as the picture shows.

Note: After removing framing plates on the left and right sides, screw back the screws.

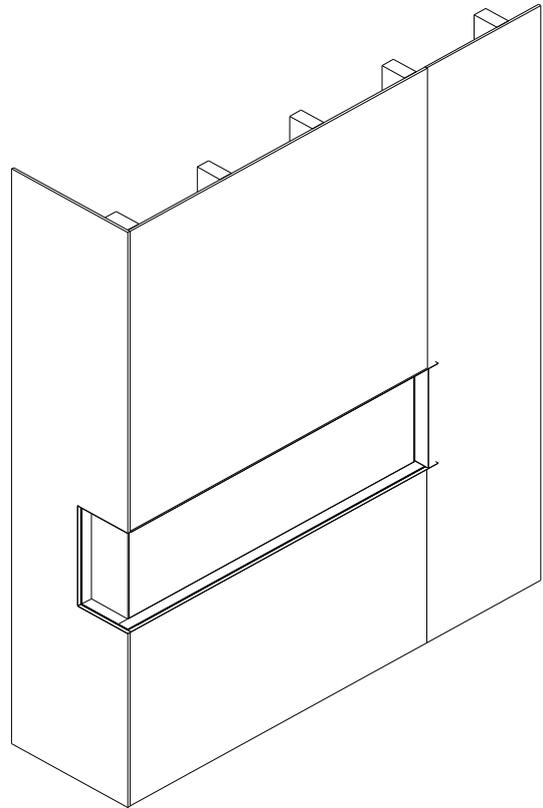


5. Make an opening for the fireplace according to requested measurement.

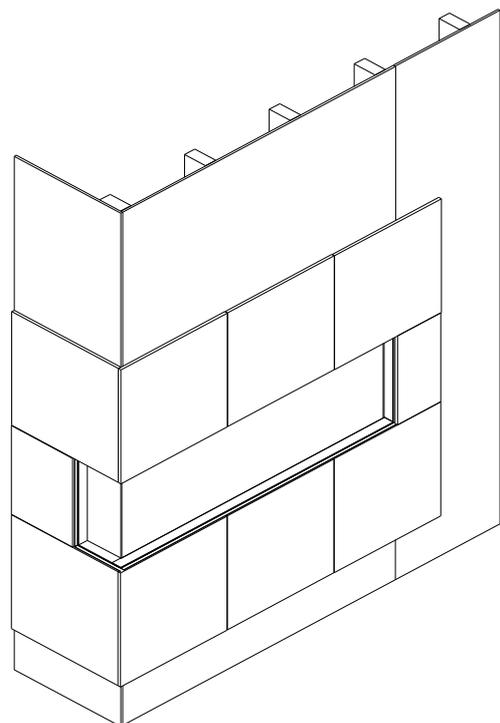
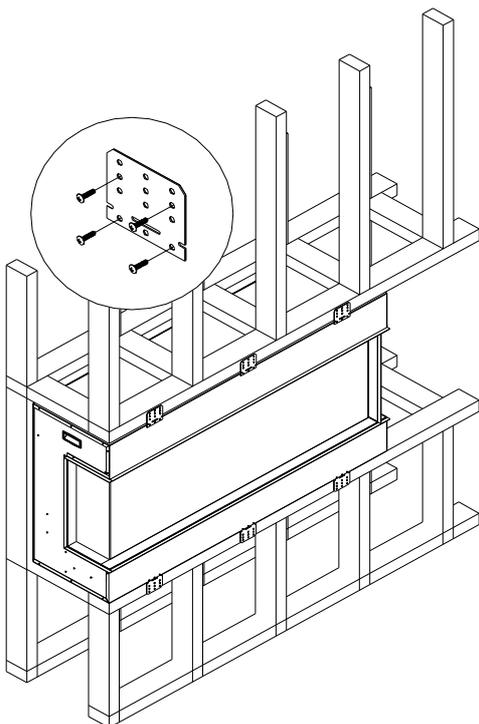
7. After checking that the fireplace operates properly, cover the glass panels with protective plastic bag and install plywood or drywall.



6. Insert the fireplace into the wall opening. Drive the mounting screws into the frame plates on the unit and the wall studs. To fix the bottom of the fireplace and the wall studs with the framing plates that you've removed from left and right side of the fireplace at STEP 4. Plug in and check if the fireplace works.



8. Decorate the plywood or drywall with glazed tile, wallpaper, etc.



## MEDIA OPTIONS

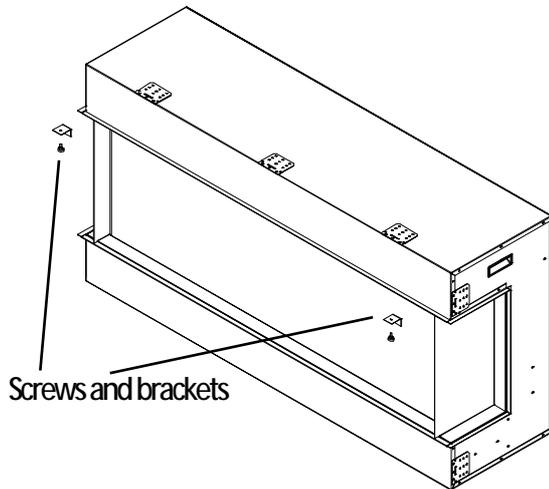
The STRATUS TRU series are shipped with 11-PIECE-LOG, AMBER GLASS and VERMICULITE.



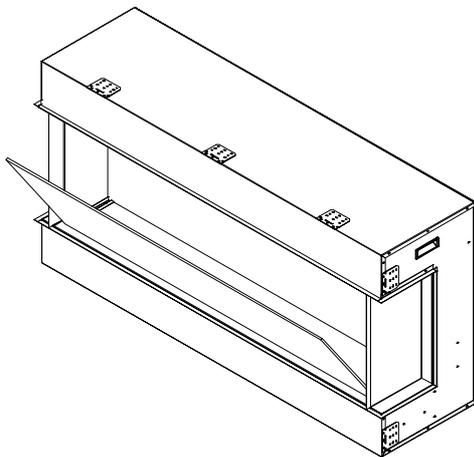
1. Vermiculite
2. Amber glass
3. 11-piece log

## Media Operation

1. Unscrew 2 screws and take off two brackets which are fending the front glass panel.



2. After the brackets are removed, the front glass panel will fall down automatically.



3. Take off the front glass panel and put it in safe place.

4. Installing the fire glass media. Pour the fire glass media into the tray as shown below. Feel free to use any combination of fire glass media that you find most appealing.



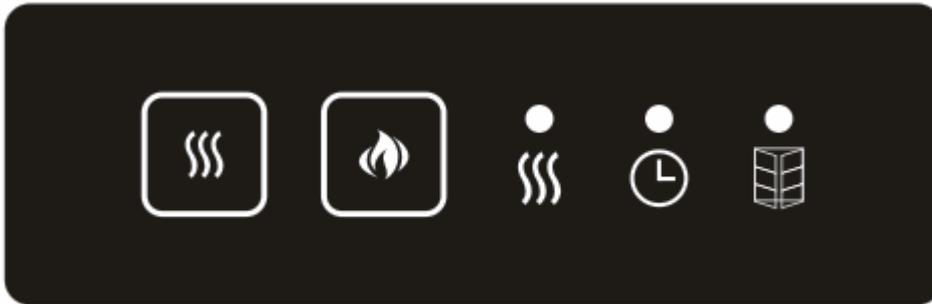
5. Put back the front glass and screw back the bracket.

## OPERATION

The fireplace can be operated either by the switches located on the left bottom of the fireplace unit or by supplied remote control.

Plug the fireplace into a 13 Amp wall socket.

## MANUAL OPERATION



1、 Press key . Press for the first time, heater work at 1900W, indicator  lights red.

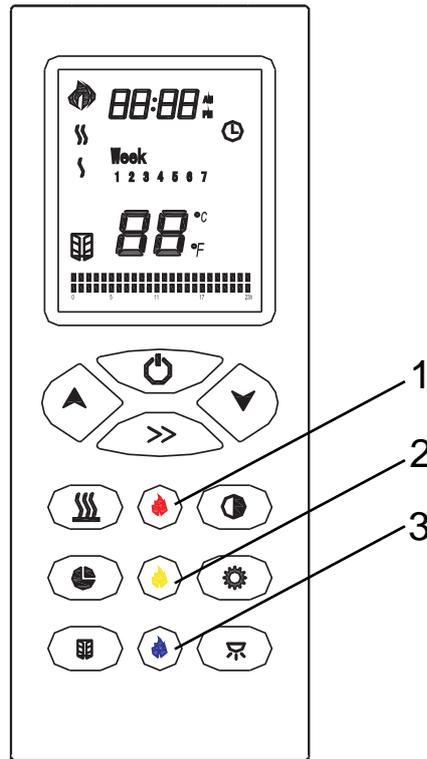
Press for the second time, heater work at 950W, indicator  lights blue. Press for the

third time, the heating element turns off, indicator  extinguishes.

Note: after the heating elements are turned on manually, the heating elements work but are not controlled by the temperature sensor.

2、 Press key . Press for the first time and the charcoal and flame is in the highest brightness. Press for the second time, the charcoal and flame is in medium brightness. Press for the third time, the charcoal and flame is in low brightness. Press for the fourth time, The charcoal and flame goes out. If you press again, it returns to the start of the cycle, i.e. highest brightness.

## REMOTE CONTROL OPERATION



- 1、 Press the remote control's key , its screen turns on, the flame ignites and the flame icon appears on the LCD screen of the remote control. Week, time (24h system), and temperature setting are displayed normally. Press it again, the screen of the remote control will turn off;
- 2、 Key , flame and charcoal control switch. In case of ON, press once, the flame and the charcoal bed go out, the LCD screen does not display . Press it again and the flame and the charcoal bed turn on, the LCD screen displays . The buzzer beeps once when the key is pressed;
- 3、 Press  (1) to adjust the red flame. The buzzer beeps once when the key is pressed;
- 4、 Press  (2) to adjust the yellow flame. The buzzer beeps once when the key is pressed;
- 5、 Press  (3) to adjust the blue flame. The buzzer beeps once when the key is pressed;
- 6、 Press  to turn on, turn off and adjust top light colors. The buzzer beeps once when the key is pressed;

7、 Press the heating key  .” Press for the first time ,the heating elements work at 1900W, the LCD screen displays  , the indicator  on the machine lights red. Press a second time , the heating elements work at 950W, the LCD screen displays  , the indicator  on the machine lights blue. Press a third time and the heating elements turn off, the LCD screen does not display the function icon, the indicator  on the machine goes off. The buzzer beeps once when the key is pressed;

Note: in case the heating elements are turned on by remote control, whether the heating elements work or not depends on the temperature setting and ambient temperature. They work only when the temperature setting is above the ambient temperature.

8、 Press key  ” “  ” to adjust the temperature setting between 7 and 30 °C. The buzzer beeps when the key is pressed;

9、 Press shift key  ”. Press once, the corresponding figure flashes. Press  ” “  ” now to set current time and week. The buzzer does not beep when the key is pressed;

10、 Press timing parameter setting key  .” Press for the first time and the LCD screen displays  to indicate Monday. Now the temperature setting flashes, press  ”  to set the timing temperature for Monday, press key  ” to confirm and then press  ”  the time setting for timing.. The displayed time parameter is “00-23.” Press  ”

to set the current operating state of timing function;  indicates that the timing is on currently and the control temperature is the temperature setting,  indicates that the timing is on currently and the control temperature is the temperature setting minus 3 °C, No display indicates timing is off current and the heating elements do not work. Corresponding point flashes when setting. Press for the second time, it displays  , set the parameters

for Tuesday. Press for the 7th time and it displays . Press for the 8th time and it exits and recovers to the current week day;

11、 Press“  .” Press for the first time and the timing function turns on, the LCD screen displays  , the machine’s indicator  lights green. Press again to turn off, icon  on the LCD screen  goes off. After the timing function is turned on, it works according



the parameter settings. The LCD screen lights up according to corresponding parameter settings;

Note: when the time, week and timing parameters are changed, you need to switch on-off the timing key to transfer the timing parameters to the machine. After the machine has received them correctly, the buzzer will beep once.

12、 Press“  ”. Press once to turn on the Open Window function, the LCD screen displays icon  , the indicator  on the machine lights yellow. Press again to turn it off, the LCD screen does not display icon  and the indicator  on the machine goes off. The buzzer beeps when the key is pressed;

After the Open Window function is turned on, the program firstly detects if the heating function is turned on. If it is turned on, the program will save the current ambient temperature value and detects the ambient temperature change once per 12 minutes. When the decrease in the ambient temperature detected within 30 minutes exceeds 4 °C ,the program will deem that the window is open and stop heating, and the Open Window indicator  on the machine will flash rapidly. After it has stopped heating for 70 minutes, the program starts to detect if the window is closed, and the indicator  flashes slowly. It heats for 6 minutes every 30 minutes (position H2). If the temperature rise is more than 2 °C , the window is considered as closed, and the indicator  stops flashing.

## CARE AND MAINTENANCE

1. Switch off and unplug from the power supply before cleaning.
2. Using a soft, moist cloth, with or without a mild soap solution, carefully clean the exterior surface of the products.

CAUTION: Allow the product to completely cool before handling or cleaning it.

3. Do not allow water or other liquids to run into the interior of the product, as this could create a fire and/or electrical hazard.
4. We also recommend the periodic cleaning of this appliance by lightly running a vacuum cleaner nozzle over the guards to remove any dust or dirt that may have accumulated inside or on the unit.

CAUTION: Do not use harsh detergents, chemical cleaners or solvents as they may damage the surface finish of the plastic components.

CAUTION: Always ensure air intakes are clear of fibre, debris and pet hairs.

## CONFORMITY WITH DIRECTIVES

Conforms to all relevant European directives



## ENVIRONMENTAL PROTECTION



### Recycling

This symbol is known as the 'Crossed-out Wheelee Bin Symbol'. When this symbol is marked on a product or battery, it means that it should not be disposed of with your general household waste. Some chemicals contained within electrical/electronic products or batteries can be harmful to health and the environment.

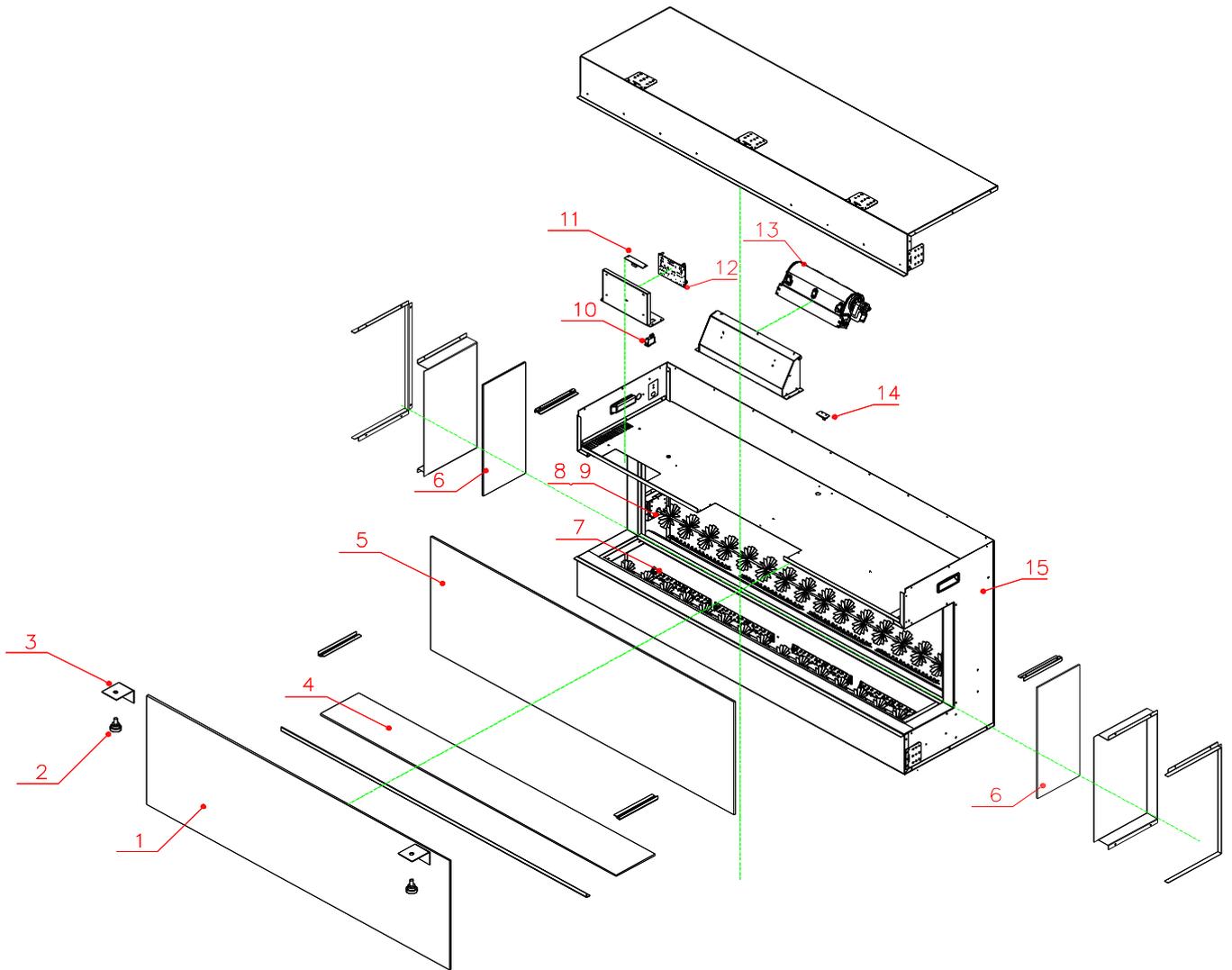
Only dispose of electrical/electronic/battery items in separate collection schemes, which cater for the recovery and recycling of materials contained within. Your co-operation is vital to ensure the success of these schemes and for the protection of the environment.

## REPLACEMENT PARTS

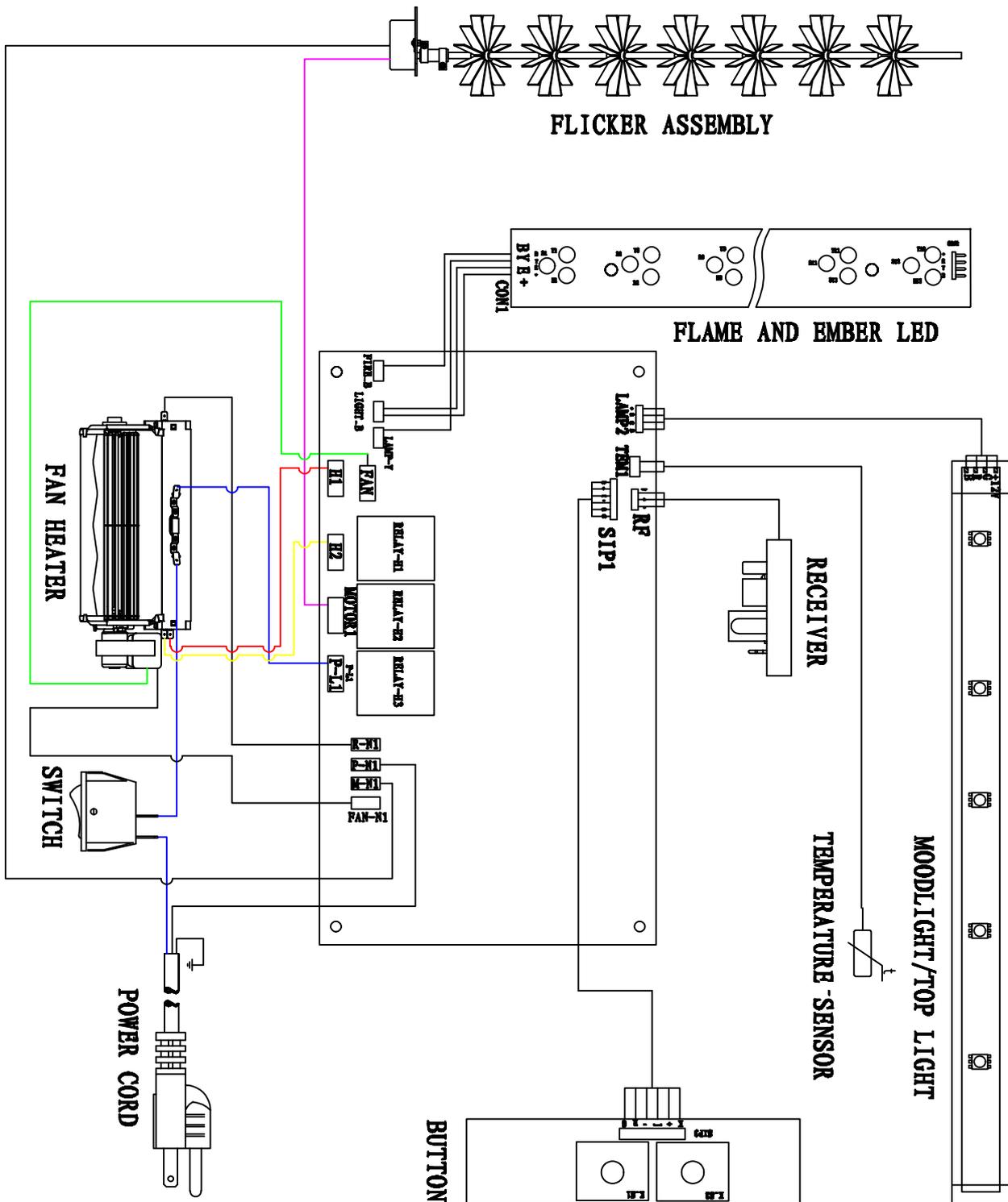
NO	PART NUMBER		DESCRIPTION	QTY
	STRATUS 100-39 TRU	STRATUS 125-39 TRU		
1	10701281	10701216	FRONT GLASS	1
2	10201505		ADJUSTABLE SCREW	2
3	3123010		FRONT GLASS BRACKET	2
4	10702200	10702168	BOTTOM TRAY GLASS	1
5	10701284	10701219	BACK GLASS WITH BLACK PLASTIC	1
6	10701222		SIDE CLEAR GLASS	2
7	601136B		LED STRIP FOR TRAY AND FLAME	
8	3151505	3123505	FLICKER ASSEMBLY	1
9	10101221C		FLAME MOTOR	2
10	10104002		SWITCH	1
11	601035		MANUAL CONTROL	1
12	601095F		CIRCUIT BOARD	1
13	602083D		BLOWER AND HEATER ASSEMBLY	1
14	601002B		REMOTE RECEIVER	1
15			FIREPLACE BOX	1
16	10125021	10125022	CANOPY LIGHT	1
17	10105203		REMOTE CONTROL	1

NOTE: Remote control and canopy light are not shown at the exploded view.

# EXPLODED VIEW



# Wiring Diagram



## TROUBLE SHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTION
Dim or no flame	Flame LED's are burnt out	Inspect the LED's and replace them if necessary.
Ember bed is not glowing or dimming	Ember LED's are burnt out	Inspect the ember bed LED's and replace them if necessary.
Appliance turns off and will not turn on	Appliance has over heated and safety device has caused the thermal switch to disconnect	Turn off the main switch, allow appliance to cool for 10 minutes, then turn it on.
	House circuit breaker has tripped	Reset house circuit breaker.
	Appliance's fuse has blown	Replace the fuse.
Appliance will not come on when switch is flipped to ON	Appliance is not plugged into an electrical outlet	Check plug and plug in.
	Appliance has overheated and safety device has caused the thermal switch to disconnect	Turn off the main switch, allow appliance to cool for 10 minutes, then turn it on.
	Circuit board is burnt out	Inspect the circuit board and replace it if necessary.
No warm air coming out of appliance	Heater is burnt out	Inspect the burner and heater assembly and replace it if necessary.
Flame sputters	Flame motor is defective.	Call a qualified service technician and replace flame motor.
Remote Control does not work.	Low batteries. Unit switch in "O" position.	Replace AAA batteries in remote control. Turn the switch in "I" position.
Flame is fixed.	Wiring maybe loose or the flame motor may be defective.	
<p>Fireplace Reset Sequence</p> <ol style="list-style-type: none"> <li>1) Disconnect the fire from the mains. The unit sometimes needs a reboot.</li> <li>2) Switch the unit off at the unit, lift the glass off if required</li> <li>3) Turn the on/off switch to OFF. It takes 4 to 5 minutes to reboot the unit.</li> <li>4) Turn the breaker back on</li> <li>5) Turn the on/off switch to ON</li> <li>6) Using the remote only turn the display ON</li> <li>7) Does it work?</li> <li>8) Turn the heater on to the low setting</li> <li>9) Does it work?</li> <li>10) Turn the heater on to the high setting</li> <li>11) Does it work?</li> </ol>		



# Warranty

## **FREESTANDING ELECTRIC – 2 YEAR EXTENDED WARRANTY**

If you have purchased your stove from an authorised stockist within our Retailer Network, then automatically your product will carry a standard 1 year warranty. The 1 year warranty can be further extended to a total warranty period of 2 years by registering your Stove within 60 days of the purchase date or installation date whichever is shortest. Accordingly, the start date for the warranty period is the date of purchase. During the registration process, the Premium Retailer details will be required for your Extended Warranty to be activated. Any product purchased outside of our Premium Retailer Network will carry a standard 12 month, non-extendable warranty.

### **Once you have purchased your Stove you can only register your purchase online.**

It is a condition of the Extended Warranty that the installation complies with relevant Building Regulations and the rules in force, and is carried out by a suitably trained and qualified/competent person and the freestanding stove is installed as detailed in the installation and operating manual, ensuring the stove has ample ventilation completely around the stove.

This warranty is not transferable and is extended only to, and solely for, the benefit of the original purchaser of the stove. Please retain your dated sales receipt as a proof of purchase.

During your extended warranty period, only genuine spare parts must be used in the servicing and maintenance of your stove, these spare parts can be ordered via the Premium Retailer directly.

Consumable items such as glass, paint, screens, bulbs, LED boards, ceramic fuel effects, glass beads and batteries which are either subject to normal wear and tear or parts that require replacement in connection with normal maintenance and are not covered, either by the original or the Extended Warranty.

Should you experience problems with your stove, any claim must be submitted to [warranty@agastoves.org.uk](mailto:warranty@agastoves.org.uk) with details of the supplying retailer and installation partner.

### **Warranty Exclusions and Limitations**

No Warranty is extended to consumable service parts. Repair or replacement of parts which are subject to normal wear and tear during the warranty period or parts that will require replacement in connection with normal maintenance. Such parts include but are not limited to glass, screens, bulbs, LED boards, ceramic fuel effects, glass beads and batteries.

### **Additional advisory information**

Please do not cover this stove in anyway what so ever with anything as this could cause damage to the stove and void any warranty

You must fit the stove in accordance with the manufacturer's instructions and regularly clean any dust, fibres or debris from the fan heater inlet and outlet as this could cause damage or become a fire risk

This stove must be installed with the correct clearance around it so air flow can move around the stove freely as detailed in the installation manual

The Extended Warranty does not cover:

- a) In normal usage the paint finish of your Stove may change colour slightly. As these circumstances are considered normal, they are not covered by the warranty.
- b) Enamelled components where these parts are subjected to abnormally high temperatures, chemical abrasion or thermal shocks, resulting in chipping, cracking, bubbling or discolouration and crazing of the enamelled finish.
- c) Damage resulting from installation and usage where the appliance has not been installed or used in accordance with the Stoves installation and operation instructions, or if the installation does not conform to local building, fire and safety regulations.
- d) Defects or faults caused by specific local conditions such as draught problems, water damage and condensation (including the remote control unit)
- e) Damage caused by unauthorised modifications, use or repair.
- f) Damage or defects caused by the product being stored in a damp, unheated environment.
- g) Consequential loss (to the extent permitted by law) relating to other associated products that have not been supplied by Aga Stoves.
- h) Consequential loss (to the extent permitted by law) related to decorations, furnishings or other household assets.
- i) Delivery to/or return transport costs, Removal and re-installation costs. or any labour cost to fit parts

Repaired or replaced products are covered only for the remainder of the original warranty period.

If you should ever wish to make a warranty claim because of a product fault or defect, you must inform us within a reasonable amount of time, this is within 14 days from the date on which the fault or defect first became apparent. If the product fault or defect is notified after 14 days from the date on which the fault or defect became apparent, we cannot accept any liability for events or issues which arise after the 14 day period or which are caused or increased by the lack of notification which therefore prevented action being taken to restrict or eliminate any consequences arising from the fault or defect at an earlier date.

In the event of a product fault occurring during the warranty period, we will send the appropriate component or goods necessary to rectify the fault, free of charge. but does not cover any labour cost to fit them.

Nothing in the Extended Warranty shall make Aga Stoves or their partners liable for any or special, incidental or consequential damages, injury to persons or property, or any other consequential loss beyond the consumer's statutory rights. The liability on Aga Stoves total liability extends only to the purchase price paid for the goods by the Premium Retailer, except where such a limitation is prohibited by statute. Aga Stoves, in the event of a warranty claim, reserve the right to either replace the goods in question or to refund the purchase price of the goods as paid by the Premium Retailer.

The Extended Warranty does not affect your statutory rights.

The above warranty terms and conditions came into effect on 1st January 2013 and are applicable for all relevant products purchased after this date.

**Please note:** This warranty is applicable for purchases within the United Kingdom (mainland only).