

WARRANTY

EcoSmart Fires are designed and manufactured by MAD Design Group.

EcoSmart Fires are covered by a transferable limited warranty and a solid service and support network should you need it. Many aspects of EcoSmart Fires are hand-produced, hand-finished and use natural materials, which makes them subject to variations in colour, finish and size. All pieces will mature and age over the course of time through natural processes associated with use, heat and flame. These changes are an essential part of the dynamic of the piece. MAD Design Group reserves the right to make minor amendments without prior notice.

LENGTH OF WARRANTY

TWO YEAR WARRANTY FROM DATE OF PURCHASE ON STAINLESS STEEL PARTS INCLUDING RAW, LINED AND POWDER COATED.

ONE YEAR WARRANTY FROM DATE OF PURCHASE ON MILD STEEL INCLUDING POWDER COATED AND CHROME PLATED, CEMENT, GLASS, LEATHER, FABRIC AND MDF (PAINTED OR CEMENT RENDERED).

Chips and scratches are not covered by warranty. Natural variation in colour, texture and porosity may occur with Fluid™ Concrete Technology products and are considered inherent and valued qualities of the material. Non-structural hairline cracks are possible and shall not be considered a manufacturing defect.

MAD Design Group undertakes to:

Repair or, at its option, replace without cost to owner either for materials or labour, any part that is found to be defective.

The express warranties do not include:

- A. Service calls to:
 1. Correct the installation of the Fire.
 2. Instruct you how to use the Fire.
- B. Repairs when EcoSmart Fires has been used in other than normal domestic/commercial use or when not used in accordance with the Installation, Operating and Maintenance Manual.
- C. Repairs when EcoSmart Fires parts or models have been modified or altered in any way that has not been approved in writing by MAD Design Group.

D. Repairs when the product has been dismantled, repaired or serviced by anyone other than an authorised representative of MAD Design Group.

E. Pick up and delivery.

F. Normal maintenance as required in the Installation, Operating and Maintenance Manual supplied with EcoSmart Fires.

G. Transportation or traveling costs involved in the repair when the appliance is installed outside MAD Design Group's AUTHORISED CUSTOMER SERVICE CENTRES's normal service area.

H. Damage to the product caused by accident, misuse or Act of God.

I. Any incidental shipping or holding costs to deliver your product or parts to an Authorized Customer Service Centre.

The Warranties set out are express Warranties given by MAD Design Group and are in addition to the rights and remedies which are conferred upon consumers by the Competition and Consumer Act 2010 of the Commonwealth and other Commonwealth, State or Territory legislation.

Service under the warranties set out above must be provided by MAD Design Group Authorised Customer Service Centre which shall provide service during their normal working hours.

This warranty certificate along with proof of date of purchase must be produced when making any claim.

MODEL NO. _____

PURCHASER _____

SERIAL NO. _____

PURCHASED FROM _____

DATE OF PURCHASE _____

For warranty claims please contact your retailer. If there is not a retailer in your country please call MAD Design Group on the details below.

Approved Warranty Replacements may take 90-120 days to ship depending upon inventory availability.

*Do not return this form to MAD Design Group, please retain for your own reference.

CARE & MAINTENANCE

IMPORTANT

Do not put HOT burner lids down on the concrete surfaces. It could damage the model.

Maintenance and cleaning must be performed only when the burner is OFF, COMPLETELY EMPTY, DRY and at ROOM TEMPERATURE.

OUR FLUID™ CONCRETE TECHNOLOGY

Concrete is a natural material and therefore each and every model will be unique in appearance.

Cleaning

The solid surface surrounds of your EcoSmart Fire can be cleaned using mild soap and warm water with a soft cloth.

Do not use heavy abrasives, bleach based products or ammoniated cleaners - use of such cleaners will wear down the sealer and result in scratches and decrease stain resistance. We do not recommend use of most natural cleaners (which are often citrus based), as the cleaning agent is typically highly acidic and can damage natural materials.

It is recommended to test a small, discreet area first to ensure the cleaning product will not mark or damage the surface.

Avoiding Stains

In the event that the coating is knowingly cut, scraped, or damaged, a new layer of polymer sealer should be applied. Spills should be wiped up as soon as possible. While the sealer performs well against stains from oils and acidic materials, prolonged exposure may cause a breakdown of the sealer and possible discoloration.

Do not place hot objects on the surface as they may cause discoloration. Using a trivet is recommended. Refrain from applying blue painter's tape or other adhesives directly to the product.

Although not considered a defect, non-structural hairline cracks are possible and may result from shrinkage and the natural curing process. If hairline cracks do appear, immediately apply a sealer to prevent moisture from seeping into the cracks and causing discoloration. Reseal the surrounding surfaces periodically with a polymer sealer.

General Maintenance

Concrete is a porous material and while the surface is sealed at point of manufacture, the sealer may break down over time due to environmental factors like UV rays and general use. This unit has been sealed with a polymer car wax to seal and protect it. We recommend you reseal it every 6 months for maintenance. Use the protective cover when not in use.

Removing Stains

Even with adequate sealer, liquids like red wine, oil, and other acid products could still break down the sealer and be absorbed into the material - particularly if not well maintained. To remove you could try a fine grit sand paper to remove the stains from the surface (remembering to test a small patch in a discreet area first to ensure it doesn't damage the surface). Then re-apply sealer.

STAINLESS STEEL

Cleaning

Routine cleaning can be accomplished by using warm water and a cloth. When cleaning stainless steel always wipe in the direction of the grain.

A drop of mild dish detergent and warm water is often all you need to get tougher dirt off of your stainless steel. Use a soft, damp cloth to wipe away any remaining residue.

Dry out completely before re-using the appliance.

CAUTION: HEAVY AND FRAGILE

*HANDLE WITH EXTREME CARE.
Product can chip or fracture if not handled as delicate.*

*Move only with two men,
one on each end.*

*Lift directly UP, then move
to avoid putting stress on
the seams. Fractures may
result if pulled in an outwards
direction.*

