



HEARTH SAFE

Limited Warranty

The Quick Version

This limited warranty is for HearthSafe Hearth Pads. They are covered from one year of the purchase date against defects in workmanship.

Further, the HearthSafe Hearth Pads carry a lifetime limited warranty against burn-through.

The Fine Print

One Year Workmanship Limited Warranty:

If you purchased a HearthSafe hearth pad and use it on top of a properly supported floor, this warranty covers manufacturing defects in your hearth pad. This limited warranty is provided only to the original purchaser.

How Long is the Coverage Period?

This warranty coverage runs from the original date of purchase to one year past that date. Repair or replacement of the hearth pad does not extend its limited warranty or begin a new limited warranty period. The receipt must be kept as proof of date of sale.

What will HearthSafe Do?

If your HearthSafe hearth pad fails due to a manufacturing defect, the exclusive remedy under this warranty will be repair or replacement of the defective product in the U.S.

HearthSafe reserves the right to substitute comparable materials or models and does not guarantee that the replacement will match the existing piece.

What is Excluded under this warranty?

This warranty does not apply to:

- Damage from Impact or Point Loading
- Damage from movement or transportation (Please inspect your hearth pad upon receipt to ensure there is no damage)
- Transportation, inspection, or removal costs of product
- Hearth pads not used with proper foundation. The hearth pad must sit on a smooth and even surface. The use of blocks, risers, or other supports that do not provide support under all surfaces will void this warranty.
- Damage caused by improper sizing of the hearth pad as laid out in the stove manufacturer's manual.
- Any defect caused by abuse, misuse, neglect, carelessness, or accident.
- Stains or soil

The Extra-Fine Print

The duration of any applicable implied warranties, including but not limited to the implied warranties of merchantability and fitness, shall not exceed the term of this limited warranty.* HearthSafe shall not be liable for incidental or consequential damages that results from use of your HearthSafe product.** No expressed or implied warranties are extended to persons who purchase this product from anyone other than HearthSafe Authorized Dealers and all warranties to such persons including Implied warranties of merchantability and fitness, are hereby excluded.

* Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Your Rights Under State Law: This warranty gives you specific rights, and you may have other rights, which vary from state to state. This warranty is extended only to the original purchaser for HearthSafe products purchased from HearthSafe or its authorized dealers.

Lifetime Limited Burn-Through Warranty:

This part of the warranty covers the burn-through. After all, this is what you purchased your HearthSafe hearth pad for isn't it?

If you purchased a HearthSafe hearth pad and use it as described in your woodstove manual, this warranty covers your supporting surface against accidental combustion. This limited warranty is provided only to the original purchaser.

How Long is the Coverage Period?

As long as the product is owned and used by the original purchaser. The receipt must be kept as proof of the original purchaser.

What will HearthSafe do?

If your HearthSafe hearth pad fails to protect your supporting surface from combustion due to a failure in the hearth pad, Hearth Safe will repair or replace at our option the defective pad in the U.S as well as any damaged surface.

HearthSafe reserves the right to substitute comparable materials or models and does not guarantee that the replacement will match the existing piece.

What is Excluded under this warranty?

This warranty is voided under the following conditions:

- The hearth pad is modified or damaged and is still utilized to provide protection against burn-through or combustion.
- The appliance on top of the hearth pad – wood-stove, pellet-stove, gas-stove, or equivalent is not listed with a testing laboratory.
- The appliance on top of the hearth pad – wood-stove, pellet-stove, gas-stove, or equivalent is modified or damaged and does not meet manufacturer's original specifications.
- The hearth pad is used in a manner that it is not intended for—protection against open flame, welding, or oxygen-acetylene cutting shield, or other abusive uses.

For Warranty Assistance or other product correspondence, please contact your authorized dealer or:
2407 Talley Way, Kelso, WA 98626
Phone: 360-425-4200
Fax: 888-441-7807