

MARBLE & STONE FIREPLACE

Guarantee

CAUTIONS

DO'S

- Always ensure this product is installed in accordance with this guide.
 - Always use a registered gas safe engineer when installing gas fires.
 - Always use a Hetas registered installer when installing a solid fuel fire
 - It is highly recommended that this product is installed by a suitably qualified competent person.
 - Always ensure that the correct tools and materials are used to assemble / install this product.
 - Always ensure the product is secured to a solid wall or structure using the mechanical fixings and methods described in this guide.
 - Always ensure the wall and floor have sufficient load bearing capabilities to allow the surround to be installed safely and securely. The foundation must be sufficient to support the entire weight of the surround.
 - Always ensure the product is assembled in an area that is free from dust, grease or liquids.
 - If using an electric fire with this product, always make sure the electrical socket is accessible and located adjacent to, but not above or behind the fireplace.
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DON'TS

- Never install the surround on a non-structural wall such as a lightweight metal stud wall or movable partitions etc.
 - Never rely on adhesive alone to fix this product to the wall.
 - Never install or use the fireplace anywhere where water is in use, i.e. bathrooms, kitchens, shower rooms, swimming pools etc.
 - Never route the mains supply cord under carpet etc.
 - Never install the fireplace close to curtains or combustible materials.
 - Never sit, stand, lean or climb on the fireplace. Children must never be allowed to play on the fireplace and should be discouraged from playing close to it.
 - Never place or store heavy loads on the mantel shelf.
 - Never use abrasive materials or cleaning agents to clean this product.
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WARNING: Stone fireplaces can weigh in excess of 120Kg (full set). Seek assistance when moving any of the components. **Do not attempt to lift any of the components alone.**



WARNING: It is highly recommended that this product is assembled and installed by a suitably qualified competent person. Failure to install this product in accordance with the recommendations outlined in the instruction manual supplied, may result in serious or fatal injuries.



IMPORTANT: The correct selection and application of adhesives is essential in order to safely install this product.



IMPORTANT: All mechanical fixings, for holding the product in position, must be secured to a solid wall or structure.



WARNING: This product is heavy. Failure to install this product securely and in accordance with these instructions could lead to a serious or fatal injury.



IMPORTANT: The correct selection and application of adhesives is essential in order to safely install this product.



IMPORTANT: For products with downlights, lighting must be safely installed along with the fireplace.

CARE AND MAINTENANCE

IMPORTANT: The structure of the fireplace should be regularly checked for any evidence of instability.

IMPORTANT: Never allow children to sit, play or climb on any part of the fireplace. The component parts of the fireplace are extremely heavy, should any part becomes dislodged it could cause serious or fatal injury.

IMPORTANT: Take care not to place or store any heavy objects on the shelf. Use the shelf only to support small items such as pictures, photo frames, small vases etc. Ensure such items are located towards the rear of the shelf.

If you have an electric fire and/or downlights with this surround set, turn off the power and unplug the electric fire before cleaning.

If you have a gas fire with this surround set, turn off the fire and allow to cool before cleaning.

Marble and granite are porous materials and are very delicate where liquids are concerned. If anything is spilt on the marble it should be cleaned immediately.

Take care when cleaning; polished surfaces and edges can be easily scratched.

Do not use cleaning agents or abrasive wipes.

CLEANING

1. Dust down the surfaces with a soft duster.
2. Only use warm water; cleaning agents will damage the material. For granite products, you can use specialist granite cleaners.
3. Use a soft sponge to soak up the warm water and ring out thoroughly.
4. Wipe down the surfaces of the material.
5. Use a soft, dry cloth to dry the surfaces immediately after cleaning.

DISCLAIMER

We recommend that the installation of this product is performed by a suitably qualified competent person. We will not accept responsibility for any loss, damage or injury caused by installations where there has been a failure to follow the instructions supplied.

GUARANTEE

For your convenience, you are not required to complete a form and return it to us in order to validate your guarantee. However, please ensure that you retain your receipt which will act as both proof of purchase and a guarantee validation document. **We recommend that you attach your receipt to this documentation.**

Your product carries a 12 month guarantee from the date that the original purchaser receives it. If your product fails to operate to its specification, due to faulty workmanship or materials during the guarantee period, we will either repair or replace the product. We will use our discretion to determine whether to offer a repair or provide a replacement. The product will not be covered by the guarantee if it has been misused, transformed, modified or altered in any way.

If your product fails within the guarantee period please ensure that you have all necessary documentation available including proof of purchase (receipt or invoice with serial number, location and date of purchase) in addition to all original undamaged packaging and leaflets etc. It is strongly recommended that you inspect your product carefully before it is used or installed. For full details of your product you should refer to the instruction manual which accompanies the product. You are strongly advised to read this manual carefully in its entirety and to retain it for future reference.

This product guarantee does not affect your statutory rights.

CUSTOMER HELPLINE



03300 882 068



support@firedupcorporation.com



www.firedupcorporation.com

Fired Up Corporation Ltd.
Fired Up Buildings
St Thomas Road
Huddersfield
HD1 3LF
United Kingdom