Warranty certificate

Warranty period **2 years** from delivery to the first buyer · Claims within **30 days** of finding a defect.

Manufacturer	
Company	Nun Metal San. ve Tic. Ltd. Şti. (Korflame)
Address	Mimarsinan OSB, 19. Cd. No:28, 38050 Melikgazi, Kayseri, Türkiye
Email · Web	export@korflameglobal.com · korflameglobal.com

Product	
Product type	Gas fireplace / LPG burner
Brand	Korflame
Model and version	
Serial number	

Distributor / dealer — completed by the seller	
Company	
Address	
Phone	
Invoice date and no.	
Delivery date and place	

Seller stamp and signature

For the manufacturer · Signature

Keep this certificate together with your invoice.

What is covered

- The product is covered for **2 years from the date of delivery** against defects in materials and workmanship that appear under normal use, when it has been installed and operated according to this manual.
- This includes the steel body, frame and welds, and the stainless steel burner pan and its gas parts as supplied by Korflame.
- These conditions apply to Korflame products manufactured by Nun Metal San. ve Tic. Ltd. Şti. and sold outside Türkiye. They do not limit any rights the end user has under the consumer law of their country.
- For a valid claim, Korflame will, at its choice, supply the replacement part free of charge or repair or replace the product. Labour at the installation site and the costs of removing and reinstalling the product are not covered.
- Distributors and dealers handle warranty requests from their own customers and pass them to Korflame.

What is not covered

- Damage caused by use contrary to the manual, indoor use, the wrong gas or pressure, an unsuitable regulator or hose, falls or impacts.
- Burners installed or connected by anyone other than a qualified gas installer, and faults in fire pits or fire tables built by third parties.
- Gas cylinders, regulators and hoses not supplied by Korflame; lava stone; normal discolouration of steel and paint caused by heat.
- Surface rust or staining caused by salt air, pool chemicals or cleaning chemicals.

How to make a claim

Email **export@korflameglobal.com** within 30 days of finding the defect, with the invoice or order number, the model and version, the delivery date, a description of the fault and photos or a short video. Keep the product and any defective part until the claim is closed. These conditions are governed by the laws of the Republic of Türkiye; where a distribution agreement sets different terms, the agreement prevails.