

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 ETHANOL BURNERS, FLEX MODELS, STAINLESS STEEL PARTS INCLUDING RAW, LINED, POWDER-COATED AND ENAMEL COATED.

ONE YEAR WARRANTY FROM DATE OF PURCHASE ON GAS BURNERS (See following page for more details), MILD STEEL INCLUDING POWDER-COATED AND CHROME PLATED, CEMENT, GLASS, LEATHER, FABRIC, TEAK AND MDF (Painted or Cement Rendered), Marble and Oak Veneer.

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.

If you live in extreme weather conditions where accumulation of snow is likely, use of the Winter Storage Bag is imperative in order to be covered by warranty.

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.

GAS BURNER WARRANTY

*Not available in all countries.

Limited One Year Warranty

The manufacturer and associated distributors extend the following warranty for GB Series decorative outdoor gas fire products used in the United States of America, Canada, Europe or United Kingdom. Dealers and employees of the manufacturer and associated distributors have no authority to make any warranty or authorize any remedies in addition to or inconsistent with the terms of this warranty. This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

The manufacturer and associated distributors warrant that this GB Series decorative gas appliance (the "product") will be free from defects in material and workmanship for a period of one year from its date of purchase. Stainless steel parts and assemblies carry a limited lifetime warranty. This warranty is subject to the conditions, exclusions and limitations described below.

This warranty applies only to the original owner of the Product and is non-transferable. The manufacturer and associated distributors obligation under this warranty does not extend to damages resulting from (1) assembly, operation or maintenance of the Product not in accordance with the Installation/Assembly Instructions, Operating Instructions and the Listing Agency Identification Label furnished with the Product; (2) installation or use which does not comply with local building codes and ordinances; (3) shipping, improper handling, improper operation, abuse, misuse, accident or unworkmanlike repairs; (4) use of fuels other than those specified in the Operating Instructions; (5) Installation or use of components not supplied with the Product or any other components not expressly authorized and approved in writing by the manufacturer or associated distributors; and/or (6) modification of the Product not expressly authorized and approved in writing by the manufacturer or associated distributors. Any of the circumstances described in the previous sentence voids this warranty. This warranty is void if the Product or any component has been removed, repaired, or replaced before the manufacturer or associated distributors have been afforded a reasonable opportunity to inspect the Product.

This warranty is limited to the replacement or repair of defective components or workmanship and the manufacturer and associated distributors may fully discharge its obligations under this warranty by repairing or replacing, at its discretion, the defective components. The manufacturer and associated distributors will provide replacement parts at no charge and will pay reasonable freight costs related to replacing or repairing defective components under this warranty. The maximum amount recoverable under this warranty is limited to the purchase price of the Product and, if the manufacturer and associated distributors are unable to provide replacement or repair in an expedient and cost-effective manner, the manufacturer and associated distributors may discharge all obligations under this warranty by refunding the purchase price of the Product.

EXCEPT TO THE EXTENT PROVIDED BY LAW, THE MANUFACTURER AND ASSOCIATED DISTRIBUTORS MAKE NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY EXPRESSED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE WARRANTY SPECIFIED ABOVE. IN NO EVENT SHALL THE MANUFACTURER AND ASSOCIATED DISTRIBUTORS BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY DEFECTS IN THE PRODUCT. Some states do not allow limitations on how long an implied warranty lasts, or do not allow exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you.

To obtain service under this warranty, you must:

1. Send written notice of the claimed condition to your associated distributor (addresses can be found on the back cover).
2. Affirm that you are the original owner of the Product.
3. Photos or video of issue will be required in order to assess the warranty claim.
4. Provide the manufacturer and associated distributors reasonable opportunity to investigate the claim, including reasonable opportunity to inspect the Product prior to any repair or replacement work and before the Product or any component of the Product has been removed.

The Warranties set out above are express Warranties given by the manufacturer and associated distributors and are in addition to the rights and remedies which are conferred upon consumers by Trade Practices Act 2010 of the Commonwealth and other Commonwealth, State or Territory legislation.

Service under the warranties set out above must be provided by manufacturer or associated distributor's 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.

FIRST NAME _____

LAST NAME _____

EMAIL _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

COUNTRY _____

DATE OF PURCHASE _____

PURCHASED FROM _____

PRIMARY USE _____

MODEL NAME _____

SERIAL NUMBER _____

You will find this on the data plate on the side of the burner.

For warranty claims please contact your local distributor. If there is not a local distributor in your country please visit www.ecosmartfire.com to source the details of the country closest to you.

*Do not return this form to the manufacturer or associated distributors, 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 only be performed when the Burner is OFF, COMPLETELY EMPTY & DRY and at ROOM TEMPERATURE.

If service is required, there are two specific areas to check for cleaning. These are the Burner and the Firebox or immediate surrounds in cases where a firebox has not been installed.

General surrounds are maintained as you would a standard piece of furniture by dusting and polishing the surfaces on a regular basis during your general cleaning routine.

STAINLESS STEEL & BLACK ENAMEL SURFACES

To view a video on cleaning your Fire, visit our website at ecosmartfire.com.

Your EcoSmart Fire has been supplied with an ethanol burner in stainless steel finish, or with the optional black enamel ceramic coating.

All EcoSmart burners are 304-grade stainless steel throughout, and offer great corrosion resistance and is the most versatile and widely used austenitic stainless steel in the world.

The black enamel-coated burner is the same quality 304-grade stainless steel but with a much more durable and protective coating over the top. Not only does the Black enamel coating protect against discolouration and corrosion, it also offers a more premium aesthetic that blends perfectly against the Black Charcoal Glass Media. Not to mention it makes cleaning a breeze.

Cleaning

We recommend cleaning the inside of a burner after it has used 50 litres of bioethanol fuel, or when a film of black carbon residue is visible on the surface of the burner.

When the burner is empty and cold, follow these cleaning steps:

1. Remove the burner from the fireplace.
2. Use a vacuum cleaner for general cleaning on visible surfaces to remove black residue. Brush any remaining black material gently from the surface towards the inside of the burner and use the vacuum cleaner to remove the residue inside the burner.
3. Wash the burner in hot soapy water and rinse thoroughly. You can also wash the burner in a dishwasher, face down and lid removed.
4. Allow to dry and apply a stainless steel cleaner or metal polish to a clean cloth and wipe the burner down in the direction of the grain of the steel.
5. Repeat this step until the discolouration on the stainless steel is removed. (It is recommended to test a small area first to ensure the cleaning product chosen is appropriate and will not mark or damage the surface)

6. Remove remaining stainless steel cleaner with warm soapy water and dry with a clean cloth.

7. To finish cleaning, wipe over the surface with a stainless steel wipe before replacing it in the fireplace.

FIREBOXES AND POWDER-COATED SURFACES

The powder-coat will be damaged if you drip bioethanol on it when the burner is not completely cold. **WARNING!** Never fill the burner when it is hot.

Take care not to scratch the powder-coat with the lighting rod. The powder-coat is fragile when the burner is hot.

Cleaning

Use a microfibre cloth and warm soapy water to clean.

Coloured Powder-coat Surfaces

We use iron oxide pigments in the coloured powder-coating of Pop fireplace models, and these pigments are UV stable. Over time, they may experience gradual fading therefore we recommend the following steps to maintain it clean and brighten the surface pigments.

Cleaning

The solid surface surrounds of your product can be cleaned using mild soap and warm water with a soft cloth. Do not use heavy abrasives, bleach based products or ammoniated cleaners.

Sealing

- Twice a year, apply a small amount of liquid clear polymer car wax to a foam applicator or cloth, and spread evenly on the surface one section at a time. Do not perform this under direct sunlight.
- Let it dry to a haze, then remove wax and buff gently with a microfibre cloth or buffing pad. This will nourish, brighten, and protect the coloured powder coat surface.

IMPORTANT:

- The powder-coat will be damaged if you drip bioethanol on it.
- Take care not to scratch the powder-coat surface.

FLUID™ CONCRETE SURFACES

As a raw material, concrete is extremely sensitive to environmental conditions, which is why EcoSmart Fire reproduces the exact same chemical equation to achieve a consistent finish - green cement combined with 95% recycled natural materials.

Natural Characteristics of Concrete Finish

EcoSmart fire pits and fire tables are handcrafted using natural materials, which makes it subject to minor 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.

Caring for your Fluid™ Concrete Surface

Fire tables, and fire pits made with Fluid™ Concrete are sealed with a polymer car wax at point of manufacture to seal and protect the surface. Concrete is a porous material and over time, the sealer may break down due to environmental factors like UV rays and general use. We recommend you reseal it every 6 months for maintenance.

Cleaning

The concrete surface needs to be maintained as you would with a standard piece of furniture by dusting and polishing the surfaces on a regular basis during your general cleaning routine.

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.

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.

Sealing

Using a clear polymer car wax polish twice a year will nourish and protect the concrete surround. This adds depth to the finish and brightens surface pigments, keeping your model looking like new for years to come.

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 and bubbling.

In the event that the concrete coating is knowingly cut, scraped, or damaged, a new layer of polymer sealer (car wax) should be applied immediately.

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.

IMPORTANT:

- Do not place hot objects on the concrete surface as they may cause discoloration. Using a trivet is recommended.
- Do not put HOT burner lids down on the concrete surfaces. It could damage the model.
- Refrain from applying blue painter's tape or other adhesives directly to the product.
- Use the protective cover when not in use.

NATURAL TEAK SURFACES

EcoSmart fire tables are handcrafted from the world's most premium hardwood Grade-A teak, and are supplied in natural finish (un-oiled). Teak is a luxurious material renowned for its durability and resistance to harsh weather making it perfect for outdoor living.

Caring for your Teak Surface

Teak models can be left outside all year round, surviving even the most extreme weather conditions. When left in its natural state they are virtually maintenance-free. Over time, as untreated teak is exposed to outdoor elements, it gradually changes to a silver-grey patina. This process is cosmetic and does not harm the strength or quality of the wood. In moist climates, teak will weather more quickly.

Cleaning

As with all teak furniture, regular cleaning is essential to keep the teakwood free from pollen and dirt. We recommend you clean regularly, brush off and wipe with a damp cloth, paying extra attention to horizontal surfaces.

Remove moss, dirt, and surface stains, with an occasional wash with soapy water and a soft nylon brush.

Staining & Sealing

Depending on your environment, the raw, natural colour may change within 4-8 weeks. For added surface resistance, we recommend applying a clear natural linseed oil, Golden Care® Teak Protector, or natural teak oil every 6-12 months while exposed to sun, humidity, rain, and other outdoor elements.

Teak that is not oiled on a regular basis will stain or experience natural oil surfacing that appears like a "watermark" or irregular pattern of discoloration. These areas are part of the natural maturing process and can be removed with gentle washing using readily available teak cleaners you can source from your local hardware store.

CARE & MAINTENANCE

OUTDOOR COVERS

Cleaning

For ongoing care of covers, spray off any dirt or debris with a hose once a month. A more rigorous cleaning will be needed every 2-3 years; use a soft bristle brush and a cleaning mixture of cold or lukewarm water (under 37.8°C/100°F) and mild, natural soap. Avoid harsh detergents.

For stubborn stains, apply a mixture of diluted chlorine bleach and water. Lightly spray mixture on the fabric (non-coated side). Do not soak fabric for more than 2 minutes; prolonged exposure to harsh chemicals can damage the interior lining.

Rinse thoroughly. Air dry only.

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.*

