

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 FLEX MODELS, STAINLESS STEEL PARTS INCLUDING RAW, LISHED, POWDER-COATED AND ENAMEL COATED.

ONE YEAR WARRANTY FROM DATE OF PURCHASE ON MILD STEEL INCLUDING POWDER-COATED AND CHROME PLATED, CEMENT, GLASS, LEATHER, FABRIC, TEAK 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.

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.

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.

BURNERS

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

Black Ceramic Coated

All Black Burners (XL's and AB's) use a "Porcelain Ceramic Enamel Coating" this makes them incredibly durable, most notably it will not oxidise, corrode or discolour under heat.

Stainless Steel

The surface of the Stainless Steel Burner will change colour on very hot spots.

This discolouration can usually be removed from stainless steel with a mild abrasive washing product such as JIF® or similar. 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.

Regardless of the colour or finish, over time a film of black carbon residue will develop on the surface of the burner usually starting from the MAX line within the burner and around the burning zone of the burner top.

When you want to clean the burner, do so with care – the black residue is a carbon left over from the combustion. It stains.

Cleaning

1. When the fire is off and empty, use a vacuum cleaner for general cleaning on visible surface.
2. Brush/scrape the black material gently from the vents and lid towards the bottom inside of the Burner.
3. Use a vacuum cleaner to remove residue inside the Burner, and around the top opening of the burning zone.
4. To finish cleaning use a damp disposable cloth and wipe until no residue remains.

Clean your unit after you have used 50 liters [13.20 Gal.] of fuel or as soon as you notice black deposits on or near the Burner.

After extensive use, if your Burner smells unusually strong – when empty and cold, remove the Burner from its setting and wash the Burner in hot, soapy water and rinse thoroughly under running water. Let it dry before replacing in unit.

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.

CARE & MAINTENANCE

FLUID™ CONCRETE SURFACES

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.

TEAK SURFACES

Teak left in its natural state, is virtually maintenance-free. It can be left outside all year round, surviving even the most extreme weather conditions. Over time, untreated teak furniture which is exposed to sun and rain will turn silver grey. This process is cosmetic and does not harm the strength or quality of the wood.

Cleaning

Your product is delivered with a natural oil coating already applied. We recommend you re-apply a fresh coat of natural oil once or twice a year to keep your product looking in it's best condition.

The coating is applied to protect the surface from stains that could occur if ethanol or other liquid substances drip onto the surface.

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.

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.

CARE & MAINTENANCE

WINTER STORAGE BAG

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.*

