



Kratki wood-burning fireplaces

10-YEAR WARRANTY

TERMS & CONDITIONS

Thank you for purchasing a Kratki wood-burning fireplace. With proper care and use, your fireplace will provide warmth and enjoyment for many years.

Care guidelines:

To protect your investment:

- Ensure the fireplace is installed correctly
- Use only dry, seasoned wood
- Do not over-fire the fireplace
- Service the fireplace annually with a qualified technician

Eurofire (sole importer of Kratki fireplaces for Southern Africa) offers a 10-year warranty on all Kratki wood-burning closed combustion fireplaces imported into South Africa and supplied through official distributor partners.

Proof of purchase (distributor invoice) is required. This warranty applies to the original purchaser, therefore, the person who appears on the distributor partner's invoice. This warranty is non-transferable and applies only to the original purchaser.

The 10-year warranty applies to fireplaces invoiced from 1 January 2026 and sold and installed in South Africa and Namibia.

1. WARRANTY COVERAGE

Eurofire warrants that the fireplace will be free from defects in materials and workmanship for 10 years from the date of purchase (invoice date), subject to the conditions below and normal, intended use of the product.

2. EXCLUSIONS (CONSUMABLES & WEAR ITEMS)

The following are not covered under the warranty:

- Internal consumables (grates, deflector plates, internal panels)
- Glass
- Rope seals
- Ceramic panels
- Ash pans
- Paint discolouration or surface rust
- Normal wear and tear
- Electrical components (covered for 2 years only)

3. CONDITIONS FOR WARRANTY VALIDITY

To maintain warranty coverage:

- Installation must comply with European standards (EN norms)
- Installation must be done by an experienced installer from an approved distributor partner
- Insulated flue pipes must be used externally
- Only dry, seasoned wood (<18% moisture) may be used
- Annual servicing and chimney inspection is required (as per Kratki manual and guidelines). The service must be arranged through the distributor partner that sold the fireplace.
- Proof of servicing may be required when assessing a claim
- No unauthorised modifications or repairs

4. WARRANTY LIMITATIONS (WHAT VOIDS COVERAGE)

The warranty may not apply in cases of:

- Incorrect installation
- Use of incorrect fuels (e.g. wet wood, treated wood, coal, anthracite)
- Over-firing beyond recommended limits
- Failure to follow product guidelines
- Exposing the fireplace to excessive corrosion from environmental conditions (including coastal sea salt or high-humidity environments)
- Misuse, neglect, or failure to take reasonable care of the product

5. WARRANTY CLAIMS PROCESS

To submit a claim:

- Contact the original distributor
- Provide proof of purchase
- Provide photos of the issue, fireplace, and full flue installation
- Submit the claim within 14 days of the defect occurring

6. REMEDIES

- Eurofire reserves the right to repair or replace defective components
- Labour, transport, and damage to surrounding materials are not covered

This warranty is provided in addition to rights under the Consumer Protection Act and does not limit or exclude those rights.

IMPORTANT NOTICE

Please read the Kratki SA Guidelines (available at kratki.co.za) for useful information and guidance on correct fireplace usage and maintenance. This document will explain the maximum fuel loads needed achieve your fireplace's kW rating and avoid over-firing.