



# Certifire™

1 and 3-year fireplace protection  
plans for your home.



**FIRESIDE**  
HEARTH & HOME™



# Relax

your hearth is in our hands.

Your beautiful new hearth product is an appliance that needs care and maintenance to ensure optimal enjoyment. Now, thanks to our convenient Certifire plans, we'll make sure your gas fireplace gets its annual check-up. With our Gold plan, you will receive extended warranty protection. You can enjoy the comfort and beauty of your hearth without the hassles.

With our Certifire plans, we proactively schedule a check-up each year. Which means your gas fireplace maintains that fresh showroom appearance.

Our Gold plan offers additional protection options on parts.

Check out our plans to give your gas fireplace the check-up it needs.

## Gold – 3 year plan

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With the Gold Plan, you're assured optimal performance. Our annual hearth inspections ensure a continued showroom fresh fireplace.

### **Plan includes:**

- Three annual preventive maintenance service calls—and we proactively schedule
- Three-year service plan on parts

## Silver – 1 year plan

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The Silver Plan offers you one preventive maintenance service call in one year. This hands-on approach assures your hearth products will sparkle with that showroom-fresh look.

### **Plan includes:**

- One preventive maintenance service call—and we proactively schedule

# Plans at-a-glance

What you get with plan	Gold	Silver
Years of service	3	1
Annual Preventive Maintenance	Yes	Yes
Proactive call to schedule (yearly)	Yes	Yes
Warranty Program	Yes	No
Parts included	Yes	N/A
Available on units older than 12 months	No	Yes
TOTAL COST*	\$549	\$189

\*Additional charges may apply.

NOTE: If the appliance has not been serviced in the past 5 years, a charge of \$249 will be charged for the initial service and then in subsequent years a discount will be eligible per the rates listed above.

## Check out our sure way to save on service costs

As part of all of our convenient Certifire plans, we will perform an annual comprehensive inspection of your gas fireplace, stove or insert.

### Our certified technicians will:

- ☒ Inspect/Clean pilot assembly and test-fire the unit
- ☒ Check visible venting and drafting
- ☒ Vacuum bottom of firebox, burners and replace the embers
- ☒ Test for gas leaks and carbon monoxide
- ☒ Clean glass front
- ☒ Touch up painted surfaces



# Terms & Conditions

**PREVENTIVE MAINTENANCE.** During each 12-month period beginning on the Effective Date through the term of your plan, You are entitled to one preventive maintenance service call. We will contact you to schedule the service call. The service call will be scheduled during normal business hours between the months of April and August (i.e., Monday through Friday 8:00 a.m. to 4:00 p.m.). During the service call, we will perform the following services ("Preventive Maintenance Services"):

- inspect and clean the pilot assembly and test-fire the Product
- check visible venting and drafting
- vacuum the bottom of the firebox, main burner and front burner tube
- test for gas leaks and carbon monoxide
- clean the glass front
- touch up painted surfaces

This Agreement does not, however, cover electrical or plumbing work extended to the Product (including any fireplace or gas logs), or work required due to installation. This Agreement also does not cover mantels, surrounds, hearth stones, or other finishing materials.

## **RENEWAL OF PREVENTIVE MAINTENANCE SERVICES**

**PROGRAM.** We are not obligated to renew this agreement. If you are interested in continuing this program, please contact us at our customer service telephone number listed on this brochure.

## **LIMITATION OF LIABILITY FOR PREVENTIVE MAINTENANCE**

**SERVICES.** We are not liable for damage or loss caused by any delay in performing our obligations under this agreement. To the extent permitted by applicable law, We will not be liable for any damage whether in contract or in tort for personal injuries or property damage resulting from adjustment, repair or replacement arising out of this agreement or the failure of the Product (including any fireplace or gas logs) or the failure of any parts of the Product. We are not responsible for any energy or fuel costs for Product operation. We are not responsible for any operation of the Product which is contrary to the manufacturer's warranty conditions and recommendations. We will not perform services on Product if it is not accessible or if the Product is in need of repair services outside the scope of the Preventive Maintenance Services.

# Service Plan

If you elect the Gold Plan and pay the appropriate fee, We agree to provide Our Service Plan (the "Plan") to You subject to the following terms and conditions.

**SERVICE PLAN.** The Plan covers parts costs resulting from defects in workmanship and materials of the Product. We will repair the covered Product, reimburse You for authorized parts to repair Product, or replace the Product with another product with similar features, at Our discretion, when required due to a defect in workmanship or materials, which is not concurrently covered under

*Terms & Conditions - Continued on back*

## *Terms & Conditions - Continued*

any other service plan or insurance policy. In the event of a repair, Our obligation shall be to return the Product to operating condition. We will provide repair services in home. Further, we have the right to use non-original manufacturer's parts for repair of the Product if original parts are unavailable. Service will be performed by trained technicians or service providers. The Fireside Hearth and Home location, whose address is listed on the reply card is legally and financially responsible for providing the services under The Plan.

THE PLAN DOES NOT COVER: (1) DAMAGE DUE TO ACCIDENT, ABUSE, MISUSE, INTRODUCTION OF FOREIGN OBJECTS INTO THE PRODUCT; (2) DAMAGE DUE TO UNAUTHORIZED PRODUCT MODIFICATIONS OR ALTERATIONS; (3) DAMAGE DUE TO FAILURES OR PARTS COVERED BY A MANUFACTURER'S RECALL; (4) DAMAGE THAT IS NOT REPORTED WITHIN THE TERM OF THE PLAN; (5) DAMAGE DUE TO INSTALLATION, OPERATION OR MAINTENANCE NOT IN ACCORDANCE WITH MANUFACTURER'S INSTALLATION AND OPERATION MANUAL; (6) DAMAGES DUE TO DELAY IN SERVICE; (7) DAMAGES DUE TO REMOVAL OR REINSTALLATION OF PRODUCT; (8) DAMAGE DUE TO ENVIRONMENTAL CONDITIONS, INADEQUATE VENTILATION OR DRAFTING CAUSED BY TIGHT SEALING CONSTRUCTION, AIR HANDLING DEVICES, SUCH AS EXHAUST FANS OR FORCED AIR FURNACES, OR OTHER CAUSES; (9) DAMAGE DUE TO PREEXISTING CONDITIONS; (10) DAMAGE DUE TO ACTS OF GOD; (11) DAMAGE DUE TO ORDINARY WEAR AND TEAR; (12) DAMAGE DUE TO THEFT; (13) INCIDENTAL OR CONSEQUENTIAL DAMAGES; (14) LOSS OF USE; (15) LOSS OF BUSINESS; (16) LOSS OF PROFITS; (17) PREVENTIVE MAINTENANCE; (18) ACCESSORIES AND SUPPLIES, INCLUDING BUT NOT LIMITED TO, SURROUNDS, MANTLES, FACINGS, AND ANY OTHER HEARTH ACCESSORIES; (19) COMMERCIALY USED PRODUCTS; (20) PRODUCTS WITH REMOVED OR ALTERED SERIAL NUMBERS; (21) NON-FUNCTIONAL ITEMS INCLUDING, BUT NOT LIMITED TO, EMBERS, PAINT FINISHES AND TRIM; (22) EQUIPMENT SOLD WITHOUT A MANUFACTURER'S WARRANTY OR "AS IS"; (23) PRODUCTS INSTALLED MORE THAN 12 MONTHS PRIOR TO THE DATE OF THE AGREEMENT; (24) WOOD, PELLET OR ELECTRIC FIREPLACES, INSERTS, STOVES OR GRILLS, OR (25) GAS LOG SETS.

**SERVICE CALL SCHEDULING.** To schedule service, please call our customer service telephone number listed on this brochure. Although we will try to complete service within our normal scheduling process, we are not obligated to provide these Services within a certain time frame.

**TERM OF THE PLAN.** If you pay the Gold Plan fee, the Plan provides coverage for the 3-year period beginning 12 months from the Effective Date.

**RENEWALS.** We are not obligated to renew Your Plan.

**LIMITATION OF LIABILITY UNDER PLAN.** For any single claim, the limit of liability under the Plan is the lesser of the cost of (i) authorized repairs; (ii) replacement with a product with features similar to the Product; or (iii) reimbursement for authorized repairs or replacement. In the event that the total of all authorized repairs equals the purchase price for the Product, as evidenced on Your

sales receipt, or We replace the Product with another product with similar features, We shall have satisfied all obligations owed under the Plan. Replacement products may have a lower selling price than the purchase price paid for the Product. To the extent You authorize services, or otherwise incur expenses, beyond the scope of the Plan, You will be responsible for such costs.

**INSURANCE.** This is not a Plan of insurance.

**ENTIRE PLAN.** The terms, conditions, limitations, exceptions and exclusions, contained in this agreement constitute the entire Plan. Your rights under the Plan may vary from state to state.

**TRANSFERABILITY OF RIGHTS.** You cannot assign Your rights under this agreement without consent.

**CANCELLATION.** THE PREVENTIVE MAINTENANCE SERVICES PROGRAM AND PLAN MAY BE CANCELED AT ANY TIME BY US OR YOU. IF THE PREVENTIVE MAINTENANCE SERVICES PROGRAM OR PLAN IS CANCELED WITHIN THE FIRST THREE (3) DAYS, WE WILL REFUND THE FULL FEE PAID BY YOU IF NO SERVICES HAVE BEEN PROVIDED. IF CANCELED AFTER THE FIRST THREE (3) DAYS, WE WILL REFUND THE REMAINING DAYS OF COVERAGE ON A MONTHLY PRORATED BASIS, WITH DEDUCTIONS FOR SERVICE WORK ALREADY DONE. CANCELLATIONS MUST BE MADE IN WRITING.

**YOUR OBLIGATIONS.** To keep the agreement in force, You agree to: (i) cooperate with Our technicians and authorized servicers during any maintenance diagnosis and repair of the Product; (ii) provide access to the Product and a safe environment for providing maintenance or service in your home; and (iii) ensure the presence of an adult at the time of maintenance or service.

**STATE LAW.** In addition to the Preventative Maintenance and Plan terms and conditions set forth above, residents of applicable states are subject to the following additional terms and conditions:

**MICHIGAN RESIDENTS.** If performance is interrupted due to strike of work stoppage at Our place of business, the term of the agreement shall be extended for the period of the strike or work stoppage.

**NORTH CAROLINA RESIDENTS.** Purchase of this agreement is not required either to purchase or to obtain financing for a home appliance. The term of the agreement will be extended for the period you are deprived of using the Product due to repair, plus two working days.

**VIRGINIA RESIDENTS.** The Plan is secured by bond or note of credit.



FOR YOUR HOME

Protect your purchase.  
Sign up for Certifire today!

It's as easy as choosing from Gold or Silver.

Whether you purchase gas fireplaces, stoves or inserts, we have the right Certifire plan for you.

Once your fireplace is expertly installed, we offer a choice of two plans to deliver the kind of peace-of-mind protection you can rely on. Take comfort in knowing your hearth product will be protected with our convenient Certifire fireplace plans.

Relax, your hearth is in our hands.

