



## Harmonie™ Fireplaces Limited Warranty

Version 2.0 – Effective January 1, 2026

---

### LIMITED WARRANTY

- Harmonie™ Fireplaces (Harmonie) warrants to the **original purchaser** that this electric fireplace (the "Product") will be free from defects in materials and workmanship under normal use and maintenance for a period of **two (2) years** from the date of original purchase.

### COVERAGE

- **During the warranty period, Harmonie will, at its option, provide replacement parts free of charge to the original purchaser.** Harmonie will cover the cost of shipping warranty replacement parts via standard ground outbound to the original purchaser; however, any return of defective parts to Harmonie shall be at the owner's expense.
- This limited warranty covers the main unit body, trim (if applicable), heater, fan/blower, electrical components, motors, flame effect mechanisms, LEDs/lights, glass panel(s), media, and remote control. Exclusions apply – see below.

### EXCLUSIONS

- Glass panel(s) breakage, scratches, discolouration, or other cosmetic damage occurring after delivery and acceptance. **Note: Damage incurred during initial shipping must be reported within 48 hours of delivery.**
- Remote control batteries.
- Damage caused by misuse, abuse, accident, neglect, improper installation, unauthorized repairs/modifications, incorrect power supply, power surges, or environmental factors.
- Normal wear and tear, cosmetic changes occurring after the point of sale.
- Inability to heat a specific space (the Product is intended as a supplemental heat source, not a primary heat source for any space).
- Damage caused by use in commercial or non-residential settings.
- **Labour, installation, removal, shipping (beyond standard ground outbound replacement parts), or service call fees.**

## CONDITIONS

- **Proof of purchase (original receipt) is required for claims.**
- Model number must match the proof of purchase.
- **Warranty is non-transferable** and applies only to products purchased from authorized dealers.
- Return of defective parts may be required for free of charge warranty replacements.
- **Parts replaced under warranty are warranted for the remainder of the original warranty period. If the remainder of the original warranty period is less than 90 days, then the replacement part will have a 90-day warranty applied from the date of shipment from Harmonie.**

## PARTS SOLD SEPARATELY

- Harmonie warrants to the **original purchaser** that any replacement or spare parts purchased outside of a warranty claim will be free from defects in materials and workmanship under normal use and maintenance for a period of **ninety (90) days** from the date of original purchase.
- **This covers parts only**; no labour, installation, removal, or shipping (beyond standard ground outbound) is included.
- **Proof of purchase is required for any claims.**
- **All other terms, exclusions, conditions, disclaimer, and limitation of liability in this warranty apply to these parts.**
- Parts replaced under this 90-day coverage receive a new 90 days of coverage from the date of sale.

## CONTACT

For warranty claims, contact the authorized dealer the fireplace was purchased from or Harmonie directly:

Email: [info@harmoniefireplaces.com](mailto:info@harmoniefireplaces.com)

Phone: **1-888-808-9893**

Online: <https://www.harmoniefireplaces.com/contact>

## DISCLAIMER

- Harmonie reserves the right to inspect the Product or the installation site to verify a claim.
- **This Limited Warranty is provided in addition to your statutory rights under provincial law (including, in British Columbia, rights under the Sale of Goods Act and the Business Practices and Consumer Protection Act) that vary by jurisdiction and cannot be excluded or limited by this warranty.**
- Except as provided herein, there are no other express or implied warranties or conditions, including those of merchantability or fitness for a particular purpose, to the extent permitted by applicable law.

## LIMITATION OF LIABILITY

- In no event shall Harmonie be liable for any indirect, incidental, or consequential damages, including but not limited to property damage or personal injury, arising from the use or inability to use the Product.