5 Year Gas Warranty

Terms & Conditions

To receive your Extended Warranty your Onyx Gas Stove or Fireplace must have been purchased from an authorised stockist within our Expert Retailer Network and your Warranty registered with Onyx within one month of the later of the purchase date or installation date. The commencement date for the warranty period is the date of purchase.

During the registration process, the details of the Expert Retailer from whom you purchased your product will be required for your Extended Warranty to be activated. Any product purchased outside of our Expert Retailer Network, or not registered within the stated time, will carry a standard 12-month Warranty, or minimum statutory warranty for your country. The Extended Warranty for your Onyx Gas Stove or Fireplace extends the standard 12-month Warranty by a further 4 years to a total Warranty period of 5 years.

You can register your purchase here. By registering your product online, and choosing to opt-in we can keep you up-to-date with useful technical updates or the latest product information that will help you gain even more enjoyment from your new fire or stove.

It is a condition of the Extended Warranty that the installation complies with relevant Building Regulations and the rules in force, and is carried out by a suitably trained and qualified individual (GasSafe registered in the United Kingdom or equivalent in other countries) with a certificate of installation and the appropriate commissioning report completed and retained by the end-user. These can be found within your Installation and User Manual.

It is also a condition of the Extended Warranty that your Onyx Stove or Fireplace is regularly serviced (every 12 months) by a suitably trained and qualified individual (GasSafe registered in the United Kingdom or equivalent in other countries). Records and receipts of annual services will be required in the event of a Warranty claim during the period of the Extended Warranty.

This Warranty can be transferred in the event that the Customer sells the appliance within the Warranty period. The Customer must inform Onyx in writing of the sale within 14 days of the resale. Failure to notify Onyx within 14 days will result in the Warranty becoming invalid. Please pass on the dated sales receipt as a proof of purchase to the new owner.
During your Extended Warranty period, only genuine Onyx spare parts must be used in the servicing and maintenance of your Stove or Fireplace, these spare parts can be ordered via www.gazcospares.com, or from an Expert Retailer directly.
Consumable items such as glass, grate parts, baffles, thermocouples, oxy-pilots, ceramic fuel effects, internal linings, batteries and rope seals which are either subject to normal wear and tear or parts that require replacement in connection with normal annual maintenance are not covered, either by the original or the Extended Warranty.

Oxy-pilots will require replacement every two years for continuation of Warranty into the third and fifth year, in addition to the product also being serviced annually by a Gas Safe registered engineer. Damage caused by failure to replace worn or damaged consumable parts will not be covered by this warranty.

Should you experience problems with your Stove or Fireplace, any claim must be submitted first to the Expert Retailer from whom the product was purchased. Your Expert Retailer will either be able to offer immediate assistance or having visited you make contact with Onyx on your behalf. For a Service call to be arranged Onyx will require proof of registration, commissioning documents and service history if applicable (Service history required for all product over 12-months old). Any Warranty claim without the required information will be referred back to your Expert Retailer from whom you purchased it.

To progress any Warranty claims for damaged appliance/parts, paint or any visual defects, photographic evidence must be supplied. Failure to provide photographic evidence may result in the claim being delayed or refused.

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A service call will only be logged once the retailer or installer has inspected the appliance and verified that there is a manufacturing fault. Any visit by an Onyx Engineer or approved third party will incur a service charge if, our engineer inspects an appliance and concludes there is no manufacturing fault.

Warranty Exclusions and Limitations

No Warranty is extended to consumable service parts or the repair or replacement of parts, which are subject to normal wear and tear during the Warranty period. Parts that will require replacement in connection with normal annual maintenance, such parts include but are not limited to glass, rope seals, grate parts, baffles, thermocouples, oxy-pilots, ceramic fuel effects, batteries and internal linings are not covered under the Warranty.

The Onyx Extended Warranty does not cover:

a. In normal usage, the paint finish of your Onyx Stove or Fireplace may change colour slightly. As these circumstances are considered normal, they are not covered by the Warranty. The paint finish will require touching up or repainting from time to time. Maintaining the finish is normal practice and is not covered by the warranty.
b. Enamelled components where these parts are subjected to abnormally high temperatures, chemical abrasion or thermal shocks, resulting in chipping, cracking, bubbling or discolouration and crazing of the enamelled finish.
c. Damage resulting from installation and usage where the appliance has not been installed or used in accordance with the Onyx installation and operation instructions, or if the installation does not conform to local building, fire and safety regulations.
d. Defects or faults caused by specific local conditions such as draught problems and chimney defects.
e. Damage caused by unauthorised modifications, use or repair.
f. Damage or defects caused by the product being stored in a damp, unheated environment.
g. Damage or faults caused by lack of appropriate annual servicing.
h. Consequential loss (to the extent permitted by law) relating to other associated products that have not been supplied by Onyx.
i. Consequential loss (to the extent permitted by law) related to decorations, furnishings or other household assets.
j. Removal and re-installation costs.

Repaired or replaced products are covered only for the remainder of the original Warranty period.

If you should ever wish to make a Warranty claim because of a product fault or defect, you must inform your retailer within a reasonable amount of time, usually this is within 14 days from the date on which the fault or defect first became apparent. If the product fault or defect is notified after 14 days from the date on which the fault or defect became apparent, Onyx cannot accept any liability for events or issues which arise after the 14-day period or which are caused or increased by the lack of notification which therefore prevented action being taken to restrict or eliminate any consequences arising from the fault or defect at an earlier date.

In the event of a product fault occurring during the Warranty period, Onyx will send the appropriate component or goods necessary to rectify the fault, free of charge.

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Nothing in the Extended Warranty shall make Onyx liable for any or special, incidental or consequential damages, injury to persons or property, or any other consequential loss beyond the consumer's statutory rights. The liability on these issues is covered by Onyx's Terms and Conditions of Sale.

Onyx's total liability extends only to the purchase price paid for the goods, except where such a limitation is prohibited by statute. Onyx, in the event of a Warranty claim, reserve the right either to replace the goods in question or to refund the purchase price of the goods.

The Onyx Extended Warranty does not affect your statutory rights.

In the event of any conflict of information, the warranty details provided on the website shall prevail.

Please note: This warranty is applicable for purchases within the United Kingdom, Republic of Ireland, France, Belgium and the Netherlands only. Purchases in all other countries are subject to the warranty conditions specified by the reseller in those markets.