

Mediterranean Woodfired Oven

WARRANTY

Terms and Conditions:

All our ovens are quality checked before they leave our factory. If the oven is used in the manner in which it is intended there should not be any reason for warranty except in the instance that it may have been damaged in transit to the store. Each case will be looked into to verify any warranty issues.

General Ware and Tare:

Your woodfired oven when first installed like anything new it is in pristine condition and visually free from blemishes. It must be remembered that when fire is introduced to the chamber and you start cooking, your oven will start to show signs of "general ware and tare". This is quite normal and to be expected with this product. These types of things include:

- Carbons build up from the fire blackening the internal chamber and some areas of the front render and top of the flue.
- Scratches and marks on the stainless steel floor from trays etc sliding across it.
- Minor flaking of the paint on the front chamber.
- Slight discolouration of the floor tiles due to food spills etc
- Very minor colour change of stainless steel flue and floor due to exposure to heat.
- Chipping of the internal arches of the oven from trays or tools frequently knocking in to it and exposing the white cast refractory underneath
- Minor "cracking" if the external render notably where the render and the front arch meet.
- Minor "cracking" of the internal chambers.

The points mentioned above do not constitute faulty workmanship.

Cracking related issues:

MWO have spent the last 15 years researching and developing the materials used in our wood fired ovens. As this product will expand and contract with heat it is impossible to avoid some kind of cracking. We have reduced this issue dramatically. The appearance of internal cracks/external cracks does not constitute faulty workmanship as it is a normal occurrence with this type of specialized refractory material. It will not in any way affect the running or efficiency of the oven. However, as part of our ongoing commitment to service, these types of internal cracks can easily be filled and removed from view should they become large. Should any concern arise about cracking please contact us and we can arrange for a nominal fee 'a repair kit' to be mailed direct to you.

Moisture related issues:

As much as the ovens are weather proof, it should be noted that it is the customer's responsibility to modify any existing reticulation to ensure that the oven is not over exposed to excessive amounts of water on a continual basis. If the oven is very wet internally, it reduces the ability of the oven to heat up quickly and with minimal smoke and in extreme situations can cause the materials to break down. MWO can not be liable for excessive water damage caused by failure to prevent constant exposure to water sources other than that generated by the weather.

It is advisable to purchase a concrete water sealer available from your local Bunnings store and seal the entire oven area.

The area where the final render and the slab intersect must be sealed with a silicone product to prevent any water penetrating through this area.

General Maintenance:

Black high temperature engine paint can be used for touching up of the black front arch if required.

Misuse:

MWO will accept no responsibility for misuse of the oven due to over loading of wood during use or placement of inappropriate materials, fuel or objects in to a hot oven. The oven is primarily designed for cooking and is only intended for that purpose. Damage caused by other uses will void all warranty.

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