megamaster®

BOSCA SERIES

CLOSED COMBUSTION FIREPLACE

WARRANTY MANUAL



BOSCA LIMIT 360
CHARCOAL CLOSED COMBUSTION FIREPLACE



BOSCA GOLD 380
CHARCOAL CLOSED COMBUSTION FIREPLACE



BOSCA FIREPOINT 380
CHARCOAL CLOSED COMBUSTION FIREPLACE



BOSCA GOLD 500
CHARCOAL CLOSED COMBUSTION FIREPLACE

MODEL CODE: FSFB0017 / FSFB0018 / FSFB0019 / FSFB0021

WARRANTY

At Megamaster, we believe in delivering lasting quality with every product. We proudly offer this warranty for the **Megamaster Bosca Series Charcoal Closed Combustion Fireplace (Model #FSFB0017 / #FSFB0018 / #FSFB0019 / #FSFB0021)** to the original consumer-purchaser. Our commitment ensures that your fireplace is free from defects in workmanship and materials after proper installation and normal home use, starting from the date of purchase. Megamaster's obligation is limited to repair, replacement, or depreciated value, at the option of Megamaster.

TO ENSURE A LASTING FIREPLACE

FOLLOW THE STEPS

① REGISTER & ACTIVATE YOUR MANUFACTURER'S WARRANTY

Activate your manufacturer's warranty for confirmation of ownership and future product support.

ACTIVATE PRODUCT WARRANTY
FOR A LIFETIME OF BRAAI

PGB2024
REGISTRATION CODE

How to register your product:

- Scan QR code with your mobile camera or visit megamaster.co.za
- Enter unique product code below:

CLAIM YOUR EXCLUSIVE ONLINE OFFER

Unlock access to our secret sales page on selected products—enjoy more heat, more often! You'll be redirected to the sales page after signing up.

② PROOF OF PURCHASE

The manufacturer requires reasonable proof of the original purchase date for any warranty claims. It is essential that you retain your sales receipt and/or invoice as evidence of purchase.

If the product was received as a gift, we kindly ask that the gift giver submit the proof of purchase on your behalf.

Defective or missing parts for this limited warranty will not be replaced without registration or proof of purchase.

The manufacturer may request photographic evidence of damage.



To submit a warranty claim, please follow the steps below:

1. Visit our website & complete the Warranty Claim Form

OR

Email us directly at info@megamaster.co.za

2. To help us assist you as quickly as possible, please include the following information in your submission:
   - **Proof of purchase**
   - **Your contact number**
   - **A detailed description of the issue**
   - **Clear images showing the issue**

③ RETURNING DEFECTIVE PARTS

For claims, you may be asked to return defective parts. Under this limited warranty parts required to complete such repair or replacement shall be free of charge to you except for all shipping costs for the return, which are your responsibility (prepaid by you), for inspection.

Manufacturer's will repair or replace the parts which are proven defective only during the applicable warranty period from the original date of purchase. Bosca reserves the right to replace or repair the defective product in the case, the warranty will cover the workmanship, materials required for the repair, and the shipping of spare parts.

Manufacturer's liability is limited to repairing or replacing defective parts. Manufacturer is not liable for indirect damages, commercial use, or failure due to improper care.

Limited warranty is only applicable in South Africa.

Missing parts needs to be reported within 7 days.

IMPORTANT NOTE

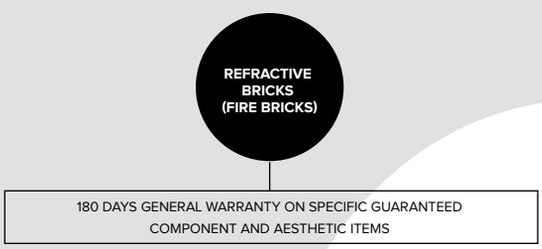
Warranty applies only to the original purchaser and is non-transferable. If original parts are unavailable, a similar replacement will be sent.

4 WARRANTY PERIODS

The warranty on the stove is in force from the purchase date and only covers defective materials or workmanship. Any defect must be reported directly to the distributor from which the stove was purchased. Indirect damage caused in or by this product is not covered by this warranty.









5 WARRANTY EXCLUSIONS (Active from date of purchase)

- **Components Guaranteed:**
  - **Ceramic crystal:** Defects caused by accidents or abuse are not covered by this warranty.
  - **Paint:** Damage to the stove produced as a result of the spilling of liquid of any nature whatsoever or by abrasive and/or chemical products during cleaning that cause damage is not covered.
  - **Refractive bricks (Fire Bricks):** Defects caused by accidents or abuse are not covered.
- **Indirect damage caused in or by this product is not covered by this warranty.**
- **Cosmetic Damage:**
  - Scratches, dents, discoloration, and surface rust (including stainless steel parts) are not covered.
  - Damage caused by abrasive cleaners or tools is not covered.
  - Changes in tone or colour on the surface of the stove or stainless steel.
  - Lines, marks or bright spots visible under direct light that are inherent and common to this type of material and product.
- **Accidents & Misuse:**
  - Damage resulting from accidents, alteration, or misuse or improper use of the product is not covered.
  - Damage resulting from the use of inappropriate accessories.
  - Damage caused by manipulation, unauthorized modifications or improper handling.
- **Environmental Factors:**
  - Damage caused by acts of God (e.g., fire, flood, inclement weather) is not covered.
  - Tampering by animals or damage from hostile environments is not covered.
  - Damage resulting from the use of inadequate or unsuitable fuel, including mineral coal and highly fluxing firewood such as thorn tree wood, vine wood, etc.
  - Natural changes in the appearance, colour or finish of materials caused by environmental conditions or normal exposure.
- **Improper Installation:**
  - If the product is improperly installed or not in accordance with the manufacturer's guidelines, it voids the warranty.
  - Defects or damage resulting from incorrect or inadequate installation.
  - Warranty coverage does not apply where the stove has not been installed according to the instructions provided in the owner's manual.

- **Lack of Maintenance:**
  - Damage caused by failure to properly maintain, clean or care for the product regularly as instructed in the product user manual is not covered.
  - Defects or damage caused by use contrary to the care and maintenance instructions provided by the manufacturer.
- **Food Loss or Personal Damage:**
  - The warranty does not cover food loss, spoilage or other indirect losses resulting from the use or failure of the stove.
  - The warranty does not cover personal injury, property damage or consequential losses arising from misuse, improper installation or unauthorized modifications.
- **Other Specific Exclusions:**
  - Shipping charges for parts under warranty are the responsibility of the consumer.
  - Service calls, repairs from unauthorized modifications, reinstallation, or transportation are not covered.
  - Damage caused by repairs carried out by unauthorized repair companies, installers or individuals not affiliated with Bosca.
  - Damage caused by the installation or use of unauthorized spare parts.
  - The warranty does not apply if the product is used for commercial purposes or outside of residential use.
  - Defects that arise when the stove has not been operated according to the owner's manual.
  - No individual, company, society or other entity is authorized to modify, extend or alter any aspect of this warranty.
- **Manufacturer will not pay for:**
  - Repairs when your product is used for other than normal, single-family household or residential use
  - Service calls to your home.
  - Replacement parts or repair labor costs for units operated outside South Africa.
  - Pickup and delivery of your product.
  - Postage fees or photo processing fees for photos sent in as documentation.
  - Repairs to parts or systems resulting from unauthorised modifications made to the product.
  - The removal / reinstallation of your product.
  - Shipping cost, standard or expedited, for warranty/non warranty and replacement parts.
  - Any costs or damages resulting from unauthorized repairs, modifications or installations.
  - Costs associated with replacing unauthorized parts or accessories.
  - Indirect, incidental, special or consequential damages, including loss of use or other related losses.
  - Any warranty, condition or obligation not expressly provided for under this warranty.

DISCLAIMER OF IMPLIED WARRANTIES & LIMITATION OF REMEDIES

- Repair or replacement of defective parts is the only remedy under this warranty.
- This warranty is the sole express warranty; no other product specifications or warranties are implied.
- Manufacturer's liability is limited to the purchase price.
- Warranty applies only to products bought from authorised retailers.