

ESSE

Quality & durability since 1854

Lifetime Service Guarantee

Your ESSE Vector has been designed and built for longevity in Lancashire. ESSE stands behind every item that leaves our factory.

With more than 160 years of expert craftsmanship, ESSE builds products our customers can depend on. A combination of high-quality materials and unique production processes create a product that is built to last.

We're so confident about the quality and durability of the Vector that we make an unconditional and unwavering promise: **The ESSE Vector is guaranteed for life.***

In the unlikely event that your ESSE Vector stops working, we will fix it for free. Should any component fail after the initial five-year warranty period, we will fix it for free. You only pay for the parts and return transport costs.

If components within your Vector stove fail, contact your retailer and we will take care of you. Guaranteed.

*When supplied by an ESSE Specialist Retailer. See T&Cs below for details and exclusions

Essential Information

In order for your guarantee to be activated, you **must register** either online, via e-mail or by post **within 30 days of receipt of delivery** of your ESSE product.

T&Cs:

As long as your Vector is supplied by an ESSE Specialist Retailer, it is covered by a five-year manufacturer-backed warranty. Beyond the initial five-year warranty, you only pay for the parts and return transport costs. Servicing and labour are FREE.

To activate your Lifetime Service Guarantee, you must register either online, via e-mail or by post within 30 days of receipt of delivery of your ESSE product.

Maintenance or repair performed by someone other than ESSE will void the Lifetime Service Guarantee. ESSE heaters are not impervious to normal wear or accidental damage.

Our Lifetime Product Guarantee does not cover the following:

- Damage that was visible at the time of purchase
- Damage resulting from failure to care for your Vector
- Discoloration due to liquid spillage, use of non-suitable cleaning products or chemicals
- Impact accident due to chipping or breaking caused by normal wear or other damage

Our Lifetime Servicing Guarantee is non-transferable and is limited to the ESSE Vector electric stove.