

## Warranty Schedule and In-Warranty Request Procedure

### **Consumers:**

In the case that a Dimplex firebox product purchased through one of Buhler Furniture's retailers fails within the Warranty period, the **consumer** should call the Consumer Services Toll-free telephone number and speak with a Dimplex Technical Service Representative. The consumer will need to have the firebox model and serial number available when speaking with the Technical Service Representative.

### **Consumer Contact:**

Consumer Technical Service Call Center  
1-888-DIMPLEX (888-346-7539)

### **Retailers:**

In the case that one of Buhler Furniture's **retailers** should require service; the retailer should complete and submit a Dimplex In-Warranty Request Form to a Dimplex OEM Dealer Services Representative.

### **Buhler Furniture / Retailer Contacts:**

#### **English**

Cindy Knight; Dimplex OEM Dealer Services Representative  
Tel: 1-877-362-1101 Extension 493  
Fax: 1-800-668-6665  
Email: [cknight@dimplex.com](mailto:cknight@dimplex.com)

#### **French / English**

Carole McNamara; Dimplex OEM Dealer Services Representative  
Tel: 1-877-362-1101, Extension 212  
Fax: 1-800-668-6665  
Email: [cmcnamara@dimplex.com](mailto:cmcnamara@dimplex.com)

### Warranty Schedule

Buhler Model #	Dimplex Model #	Description	Parts Warranty	In-home service Warranty
80300 (D)	DF2307SS	23" Firebox - logs. 2" stainless steel trim. <b>Discontinued</b>	1-Year	Not included
80400 (D)	DF2305	23" Firebox - logs. 2" black trim. <b>Discontinued</b>	1-Year	Not included
80310	DFB2306	23" Firebox with logs. Self-trim, black. On/off remote control.	1-Year	Not included
80320	DFS2308	23" Firebox - logs. Self-trim, stainless steel. On/off remote control.	1-Year	Not included
80200	DF2426SS	25" Wide-screen firebox with logs. Stainless steel trim. On/off remote control.	1-Year	1-Year
80210	DFG2562	25" Wide-screen firebox with glass embers. Black trim. On/off remote control.	1-Year	1-Year
80220	DFG2562SS	25" Wide-screen firebox with glass embers. Stainless steel trim. On/off remote control.	1-Year	1-Year
80510	DF2622BLK	26" Firebox with logs. Self-trim, black. On/off remote control.	2-Years	1-Year
80520	DF2622SS	26" Firebox with logs. Self-trim, stainless steel. On/off remote control.	2-Years	1-Year
80610	DFB8842	30" Firebox with logs. Black, self-trim. Purifire® air treatment system. Multi-function digital display remote control with built-in thermostat.	5-Years	1-Year

### **Important!**

Prior to contacting Dimplex Dealer Services please ensure product information is clearly indicated on the form.



North America Limited



### Dimplex In-Warranty Request Form

Please complete In-Warranty Request and mail or fax into Dimplex OEM Dealer Services Representative

Date: \_\_\_\_\_

**Attention:** Dimplex OEM Dealer Services Representative *Attn: Cindy Knight / Carole McNamara*  
Fax: 1-800-668-6665  
Email: [cknight@dimplex.com](mailto:cknight@dimplex.com)

### Retailer / Consumer Information *(please print clearly)*

Retailer: \_\_\_\_\_

Retailer contact: \_\_\_\_\_  
First name Last name

Consumer name: \_\_\_\_\_  
First name Last name

Street address: \_\_\_\_\_

Street address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Country: \_\_\_\_\_

Telephone 1: (\_\_\_\_) \_\_\_\_\_ Telephone 2: (\_\_\_\_) \_\_\_\_\_

Fax: (\_\_\_\_) \_\_\_\_\_

### Product Information

Dimplex Firebox Model Number: \_\_\_\_\_  
The firebox model number is located on the product information plate affixed to the firebox.

Dimplex Firebox Serial Number: \_\_\_\_\_  
The firebox serial number is located on the product information plate affixed to the firebox.

Purchase Date: \_\_\_\_\_  
Purchase date is indicated on original sales receipt.

### Details:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_