



# After Sales and Warranty

## Inspire 700, 900 or 1100 Gas Fires

15 year warranty on the firebox

2 year warranty on the components

### Glen Dimplex Australia Phone – 1300 554 155

Option 2 – After Sales / Service

Option 3 – Spare Parts

All in and out of warranty claims and service requests are to be emailed to [service@glendimplex.com.au](mailto:service@glendimplex.com.au)

The email should include the following information:

- Proof of purchase—A copy of the customer's invoice.
- Barbeques Galore store details and contact person. (Please ensure ALL details are correct)
- All relevant customer details, if not on the proof of purchase
- Detailed report of the issue with pictures where possible showing any damage or technical issue.

If any fault or damage is found to be caused by an installation issue, then the following will apply:

- If the customer arranged their own installer, they will be advised in advance that they will be charged for the service call.
- If the installation was carried out by a Barbeques Galore or Glen Dimplex Australia authorised installer, the installer will be charged for the service call.