



firegear Outdoors products are designed with reliability and simplicity in mind. In addition, our internal Quality Assurance Team carefully inspects each unit thoroughly before it leaves our facility. firegear Outdoors is pleased to extend this limited warranty to the original purchaser of a firegear Outdoors Product. This warranty is not transferable.

Limited Warranty:

The combustion chamber is covered for parts only, against defect in manufacture only, for a period of (5) five years from date of purchase.

The gas valve, burner tube, pilot assembly, flame sensor, electrode, control modules, switches and wiring for battery compartment are all covered for (2) two years on parts against defect in manufacture, from date of purchase.

Ceramic logs, spa, and garden stones, glass crystals, and tempered glass wind shield carry a (1) one year warranty against manufacturing defect, from date of purchase.

Special finishes such as stainless steel components are not covered against environmental damage, misuse, cleaning or handling issues that cause discoloration. To receive consideration any damage claim against stainless steel components must be submitted at the time of installation. Damage from abrasive cleaners and discoloration to stainless steel components caused by heat, are not covered under warranty. Damage reported after installation will not be covered.

Repair/replacement parts purchased by the consumer from firegear Outdoors after the original coverage has expired on the unit will carry a 90 day warranty, valid with a receipt only. Any item shown to be defective will be repaired or replaced at our discretion.

Conditions:

Any part or parts of this unit which in our judgement show evidence of such defects will be repaired or replaced at firegear Outdoors's option, through an accredited distributor or agent provided that the defective part be returned to the distributor or agent **Transportation Prepaid**, if requested.

It is the general practice of firegear Outdoors to charge for replacement parts and issue credit once the replaced component has been returned to firegear Outdoors and evaluated for manufacturer defect.

The authorized selling dealer is responsible for all in-field service work carried out on your firegear Outdoors product. firegear Outdoors will not be liable for results or costs of workmanship from unauthorized service persons or dealers.

At all times firegear Outdoors reserves the right to inspect product in the field which is claimed to be defective.

All claims must be submitted to firegear Outdoors by authorized selling dealers. It is essential that all submitted claims provide all of the necessary information including customer name, purchase date, serial #, type of unit, problem, and part or parts requested, without this information the warranty will be invalid.

Exclusions:

Batteries are not covered under warranty policy.

At no time will firegear Outdoors be liable for any consequential damages which exceed the purchase price of the unit. firegear Outdoors has no obligation to enhance or modify any unit once manufactured. ie. as products evolve, field modifications or upgrades will not be performed.

firegear Outdoors will not be liable for travel costs for service work.

Installation and environmental problems are not the responsibility of the manufacturer and therefore are not covered under the terms of this warranty policy.

Any unit which shows signs of neglect or misuse is not covered under the terms of this warranty policy.

The warranty will not extend to any part which has been tampered with or altered in any way, or in our judgment has been subject to misuse, improper installation, negligence or problems caused by environmental or geographical conditions, inadequate ventilation.

Freight damage to replacement parts is not covered by warranty and is subject to a claim against the freight carrier by the dealer.

firegear Outdoors will not be liable for acts of God, or acts of terrorism, which cause malfunction of the appliance.

Malfunction | damage of this appliance due to mother nature (wind, rain, snow, etc.) is not covered under the terms of the warranty policy.

Performance problems due to operator error will not be covered by this warranty policy.

Products made or provided by other manufacturers and used in conjunction with the operation of this appliance without prior authorization from firegear Outdoors, may create a danger and nullify your warranty on this product.

Any alteration to the unit which causes sooting or carboning that results in damage to the interior / exterior facia is not the responsibility of firegear Outdoors.