

COMMERCIAL LIMITED WARRANTY

Outdoor Living & Heating Series — Fire Pit

Product Category	Fire Pit
Warranty Period	180 days Limited Commercial Warranty
Coverage	Defects in Material, Workmanship, Burner/Ignition Functionality, Structural Integrity, and Exterior Finish
Applicability	Commercial Installations (Hotels, Restaurants, Multi-family Housing, Resorts, Commercial Patios)

This commercial warranty is extended strictly to the original commercial purchaser and is non-transferable. It applies to products purchased and installed within North America for business and commercial applications.

1. Warranty Coverage Details

The manufacturer warrants this Fire Pit to be free from defects in material and workmanship during normal commercial use for a period of **one hundred eighty (180) days** from the original date of purchase. If a defect is found in normal commercial application, the manufacturer will, at its election, repair, provide a replacement part or product, or make appropriate adjustment. Proof of purchase (original sales receipt or commercial order confirmation) must be provided to the manufacturer with all warranty claims.

2. What Is Covered

- **Fire Pit Body & Structure:** Structural failure, major weld defects, or body casting fractures resulting from defective material or manufacturing craftsmanship under prescribed outdoor commercial use.
- **Burner Assembly & Mechanics:** Functional defects of the stainless steel burner ring/pan, internal gas valves, thermocouple, control knobs, and electronic/piezo ignition components.
- **Surface Finish:** Premature peeling, blistering, or delamination of the factory finish or protective powder coating when maintained according to standard care guidelines.
- **Included Hardware & Accessories:** Operational defects in factory-supplied regulator assemblies, protective covers, or conversion fittings included with the original product.

3. What Is NOT Covered

This warranty does not cover damages, defects, or failures caused by or resulting from:

- Improper installation, unauthorized gas conversions (e.g., LP to Natural Gas without certified conversion kits), neglect, accident, misuse, abuse, or lack of standard maintenance.
- Labor charges, professional installation/removal fees, gas line hookup expenses, or any incidental or consequential costs incurred during diagnosis, removal, or replacement.
- Damage caused by aggressive environmental exposure, including salt spray, high-salinity air, pooling water, extreme freeze-thaw cycles, or failure to use a weather cover when not in operation.
- Normal discoloration, heat-induced patina, rust spots, or carbon buildup resulting from flame exposure and high-heat combustion.

- Exposure to aggressive chemical cleansers, industrial degreasers, muriatic acid, abrasive pads, or improper fuel types (always clean using a soft damp cloth and mild neutral soap).
- Normal wear and tear from high-traffic commercial use that does not impede operational safety or functional heating performance.

4. Warranty Performance & Remedy

Upon verification of a valid claim, the manufacturer will ship replacement parts or a complete replacement unit at no charge via standard ground shipping. The manufacturer is not responsible for any labor charges or damages associated with installation, removal, gas piping adjustments, repair, or replacement, nor for any indirect, incidental, or consequential damages, losses, or costs. In no event shall the liability of the manufacturer exceed the purchase price of the product.

5. How to Submit a Claim

To file a warranty claim, please contact our Commercial Customer Support Department directly through your purchasing platform account or via authorized commercial distribution channels. Please ensure you have the following information prepared to expedite the process:

- Your original Purchase Order / Order Confirmation Number and invoice.
- Clear photographs and/or a brief video clip demonstrating the specific issue, ignition failure, flame pattern, or defective part.
- A brief description of the commercial installation environment, fuel source utilized (Propane / Natural Gas), and nature of the defect.

Professional Installation Notice: The manufacturer strongly recommends that this commercial heating equipment be installed, inspected, and serviced by a licensed gas fitter, certified plumber, or qualified heating professional to ensure strict compliance with all local fire codes, fuel safety standards, and commercial building regulations.