

NATURAL GAS & LIQUID PROPANE FIRE PITS

Product Warranty

Warranty Conditions

These conditions outline the scope of warranty obligations. The products must be installed and maintained in accordance with the installation and maintenance procedures using genuine parts, a licensed gas fitter (in the case of Natural Gas), and a licensed electrician where applicable. Product Registration Form to be filled in at the time of purchase. All installations must comply with local building, fire and safety regulations, codes of practice and industry standards and legislation.

- I. Warranty obligations are only extended to the original purchaser and original place of installation. Please retain your order details as a proof of purchase and your warranty registration
- II. The manufacturer shall not be liable for any consequential or economic loss arising from any delay in repairing or replacing the product
- III. In no event shall the manufacturer be liable for consequential loss or damage for breach of these warranty conditions
- IV. The manufacturer standard warranty applies to domestic and commercial installations – see table below for length of warranty
- V. The purchaser is responsible for annual maintenance according to the maintenance and care procedures. Failure to comply with these conditions may void these warranty terms
- VI. The manufacturer reserves the right to provide either replacement parts or replacement products in order to satisfy claims made under this warranty document

Length of warranty for parts and product:

Type	Components	Period
Manual Ignition Fire Features	Brass Burner and components	25 years
	Concrete Firebowls	10 years
	Concrete vessels (excluding Firebowls)	5 years
Manual Ignition w/Flame Supervision Fire Features	Brass Burner and components	25 years
	Concrete Firebowls	10 years
	Concrete vessels (excluding Firebowls)	5 years
	Flame Supervision components	
	Auto Shutoff Gas Valve	3 years
	Thermocouple	3 years
Electronic Ignition Fire Features	Universal Pilot	3 years
	Brass Burner and components	25 years
	Concrete Firebowls	10 years
	Concrete vessels (excluding Firebowls)	5 years
	Electronic components	
	Dual Solenoid Valve	3 years
	Intermittent Pilot Assembly	3 years
	Sensor Assembly	3 years
	Ignition Control	3 years
	Spark Wire	3 years
	Wiring Harness	3 years

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1. Parts + Product Warranty

These warranties are limited to the original purchaser for defects in material and workmanship for the stated periods. The manufacturer will, at its election, repair or replace the product where inspection discloses any such defect occurring with normal usage. The manufacturer will replace all warranted parts free of charge. Client is responsible for any costs associated with crating, shipping, handling, re-installation labour or disposal of replaced products or components.

The manufacturer does not provide onsite repair, visits or service.

Prior to shipping, all electronic start burners and burners with Flame Supervision Valves are burn tested by the manufacturer as part of certification requirements (CSA/ANSI/CE/UKCA).

The purchaser, prior to installation, should inspect the products and report any defects immediately. The Product Registration Form, which serves as your warranty, needs to be completed in full and returned to the manufacturer within 30 days of installation or completed online.

This warranty does not cover damage to products caused by inappropriate or improper installation, unauthorized modifications to the burner, vessel, parts, accident, misuse, abuse or improper maintenance; nor coloration and surface texture changes due to exposure to the elements. Please refer to our Terms of Business for more details about natural product characteristics that would not be considered under a warranty claim.

1.1 Parts Coverage Detail

Details of the parts and product warranty are shown in the table above.

1.2 General Exclusions

IMPORTANT NOTICE: The fire pit must be covered whenever it is not in active use. Water ingress is the leading cause of burner and ignition system issues and may void warranty coverage. Using an appropriate cover is essential to maintaining your warranty.

1. Damage in transit that is not reported to the manufacturer within 48 hours of delivery
2. Installations performed by an uncertified person or organization
3. Products and installations that have not been registered with the manufacturer, including professional license numbers of required technicians
4. Non-compliance to the installation, care or maintenance procedures
5. Diagnostic, fault finding, removal and reinstallation costs
6. Misapplication, misuse, accidental or wilful damage
7. Unauthorized modifications, alterations, tampering or repairs
8. Unauthorized removal of components prior to reporting defective operation
9. Damage caused by natural weathering or abnormally corrosive environments including sea salt corrosion, acidity and alkali attacks and insects (*surface staining corrosion can be delayed or prevented with appropriate care and attention, including the use of a All-Weather Cover or Metal Tabletop where applicable. Recommendations can be found on the web page under the care section*)
10. Products exposed to excessive loads, for example: fire tables and bowls are not designed for seating purposes.
11. Element damage caused by fire, wind or flooding
12. Burner failure due to non-use of lid and cover when supplied as evidenced by water ingress

1.3 Concrete Vessels

Exclusions also include the following Product Characteristics as outlined in our Terms of Business (please check there for further detail)

1. Surface air voids, spider web-like cracks, hairline cracks less than 1/16", veining or minor dimples that will not affect the quality and performance of the fire pit.
2. Slight colouring variations from any samples received
3. Natural patina
4. Stains from wet leaves, bird droppings, spilled drinks, greasy food

2. How to make a Warranty Claim

If you believe your product has a defect, please notify the manufacturer before taking any action. Your product installation must have been registered at the time of purchase.

Warranty provisions are covered in Section 1 together with exceptions. If in doubt, please contact a member of our team who will offer you support and advice.

If you wish to make a warranty claim for any faulty or defective part or workmanship, you must inform the manufacturer and forward images and videos of the part within a reasonable amount of time.

3. Product Registration

To view the most recent version of our warranty conditions and to register your product go to the web page

Alternatively, you can fill in the hard copy registration form included in the warranty package included in your crate and mail it back to us to the following addresses.

3.1 Product Registration Mailing Addresses

Serving USA, Canada, Australia, South America and the Caribbean