Warranty Information

The Outdoor GreatRoom Company™ (“OGC”) extends the following warranty for OGC outdoor products used in the United States of America or Canada.

Warranty Coverage

OGC warrants that the Product and their Component Parts will be free from defects in material and workmanship for the applicable period of Warranty coverage set forth by the table below and subject to the exclusions and limitations described below.

Warranty Period

Warranty coverage begins on the date of purchase.

Product Category	Warranty Information
Crystal Fire® Plus Burner	Limited lifetime warranty of 10 years on all stainless steel burners installed in a residential setting, and 5 years on all stainless steel burners installed in a commercial setting. Three-year warranty on ignition & electronic components installed in a residential setting. One-year warranty on ignition & electronic components in a commercial setting.
Gas Fire Pit Table	Three- year structural warranty on all fire pit table bases and tops.
Ready to Finish Fireplaces & Fire Pits	Five-year structural warranty on all fireplace/fire pit enclosures. Contact finish installer on any finish warranty claims.
Accessories	One-year warranty on protective covers. 90-day warranty on glass or glass and folding wind guards.
Supercast Glass Fiber Reinforced Concrete (GFRC) Products	One year warranty on structure and finish. Non-structural hairline cracks (less than 1/8” width and/or depth) are considered normal and shall not be considered a manufacturing defect.

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Warranty Exclusions

This warranty applies only to the original owner and original installation of the Product and is non-transferable. OGC's obligation under this warranty does not extend to damages resulting from assembly, operation or maintenance of the Product not in accordance with the Installation/ Assembly Instructions, Operating Instructions and the Listing Agency Identification Label furnished with the Product; (2) installation or use which does not comply with local building codes and ordinances; (3) shipping, improper handling, improper operation, abuse, misuse, accident or unworkmanlike repairs; (4) use of fuels other than those specified in the Operating Instructions; (5) installation or use of components not supplied with the Product or any other components not expressly authorized and approved in writing by OGC; (6) modification of the Product not expressly authorized and approved in writing by OGC; (7) and/or not following proper maintenance of the product. Any of the circumstances described in the previous sentence voids this warranty This warranty is void if the product or any component has been removed, repaired, or replaced before OGC has been afforded a reasonable opportunity to inspect the Product.

Limitations of Liability

Repair or replacement in accordance with the provisions of this warranty will be the owner's exclusive remedy for and will constitute OGC's sole obligation under this warranty, under any other warranty (express or implied), or in contract, tort or otherwise; provided, however, that if OGC is unable to provide repair or replacement in an expedient and cost effective manner, OGC may discharge all such obligations by refunding the purchase price of the Product. No employee, agent, dealer, or other person is authorized to give any warranty on behalf of OGC. TO THE EXTENT ALLOWED BY LAW, OGC MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. OGC WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF DEFECTS IN OR USE OF THE PRODUCTS. Some states do not allow exclusions or limitations of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific rights; you also may have other rights, which vary from state to state. The duration of any implied warranty is limited to the duration of the warranty period specified herein. To obtain service under this warranty, you must:

1. Contact your original selling dealer for warranty parts and service
2. Send written notice of the claimed condition to:
   The Outdoor GreatRoom Company
   9583 217th St. W, Suite 100
   Lakeville, MN 55044
3. Affirm that you are the original owner and have the original proof of purchase of the Product.
4. Provide The Outdoor GreatRoom Company reasonable opportunity to investigate the claim, including reasonable opportunity to inspect the Product prior to any repair or replacement work and before the Product or any component of the Product has been removed.