

# Warranty Program

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## STATEMENT OF POLICY

Hearth & Home Technologies (HHT) warrants its products from component failure and defects in materials or workmanship per the terms of the warranty supplied with the product. No HHT consumer should bear cost of warranty service or costs incurred while servicing warranty claims (i.e. travel, gas, mileage, etc.) when the service is performed within the terms of the consumer warranty. Dealers and distributors are required to service all products they sell, regardless of where the product is installed. All dealers and distributors shall honor HHT warranties for the brands they represent whether they sold and installed the product or not, as long as claim is submitted within required time frame.

Installation and start-up procedures are considered to be normal required activities not associated with warranty service. Issues such as, but not limited to, log placement, air shutter adjustment, gas pressure, draft, or venting should be included in start-up. Such procedures are not covered by the warranty.

## WARRANTY PERIOD

Warranty coverage for consumers begins at the date of installation. In the case of new home construction, warranty coverage begins six months after the sale of the product by an independent, authorized HHT dealer/distributor. However, the warranty shall commence no later than 24 months following the date of product shipment from HHT, regardless of the installation or date.

## WARRANTY LABOR REIMBURSEMENT TERMS

A flat rate of \$65 will be paid for labor and mileage to conduct warranty service calls.

- “Not fixed” policy – Service call fee will be paid for one call to fix the product; if the servicing dealer fails to fix the product on the first call, they bear the costs of performing subsequent calls unless more than one call has been authorized by HHT Technical Service
- Exceptions such as unusual performance issues and warranty removal and replacement will be considered; exceptions are subject to review by the Technical Service Department
- Showroom models – With the exception of Outdoor Lifestyle products, the remaining warranty on a display unit is transferable to the first homeowner. For burning and static displays, the warranty period begins on the date the product was initially installed in the showroom. HHT does not extend the warranty for Outdoor Lifestyle showroom displays. Any additional warranty that is passed onto the homeowner is the sole responsibility of the selling dealer. HHT will recognize the full warranty period for burning display units used for dealer shows, home shows, etc., which are burned for less than three (3) weeks.
- The flat rate applies for standard warranty service; required field service notice repairs will be paid according to the program announcing such service
- HHT does not pay additional mileage or travel expenses for warranty service work; this amount is factored into the flat rate
- The flat rate is to help offset the dealer’s costs to perform warranty service work; since both HHT and the dealer profit from the sale of a product, both HHT and the dealer should share in the expenses to service the product; HHT supplies warranty parts at no charge and supplements labor with the \$65 rate
- Warranty claims must be submitted within 60 days of service date
- You may be asked to submit photos for the claim for the following reasons:
  1. Allow us to better understand the issue, resulting in quicker identification of root cause and solution
  2. Allow us to submit to HHT’s freight carrier for reimbursement
    - Coverage is for sell-able failed components. If part is a kit, claim can only be for paid part

## WARRANTY REPLACEMENT PARTS

No-charge sales orders or credit will be applied at the distributor's or dealer's discretion for warranty replacement parts. It is important that dealers check the appropriate box on the warranty claim form to designate a no-charge shipment or credit. Freight is prepaid for normal ground delivery only.

HHT will periodically require certain parts be returned for evaluation. Return Material Authorization (RMA) numbers will be assigned in such cases. Service labor, part credit and return freight will be reimbursed upon receipt of returned parts.

- HHT reserves the right to deny credit for parts, service labor and freight for parts determined not to be defective; non-defective
- Parts may be returned to the customer at customer's expense
- Credit will be denied for RMA claims that have not been delivered within 90 days of RMA number approval
- Parts returned without a tag or label identifying the RMA number will be discarded and will not be processed for credit

## FREIGHT DAMAGE/CONCEALED DAMAGE

Please reference the HHT Shipping and Handling Policy for information on submitting claims for product damaged in shipment or concealed damage.

## SERVICE PARTS PROGRAM

The Service Parts Program provides dealers with a service parts list and net pricing for each brand, as well as the HHT guidelines for fulfilling service parts orders. On [myhht.com](http://myhht.com), distributors and dealers can find the service parts and stock lists for each brand carried by entering unit information on the homepage "Product/Part Lookup" or through Order/Purchasing > View Distribution Center Stock.

The tables below show the policy for service parts available, along with guidelines explaining how HHT handles your requests for these parts and accessories:

HHT Genuine Service Parts and Accessories*	
Finished Products – Service Parts/Kits/Accessories and Accessories Support Policy	
	Service Parts
HHT Finished Good Currently Active	Current service parts/kits per the active finished good.
HHT Finished Good Discontinued	HHT will provide service parts/kits so long as HHT has the ability to manufacture or acquire the part. Price and lead times will be quoted by HHT.
Lead Times – Service Parts	
	Service Parts
"Stock" Parts	Parts ship within 24 hours of receiving the order from: Mt. Pleasant\Regional Distribution Center (All Brands). Note: Stock parts lists can be found on <a href="http://myhht.com">myhht.com</a> or in the installation manuals.
"Non-Stock" Parts	HHT will provide quoted lead time by part.

\* All service part orders will include standard shipping and handling charges.

**FOR REFERENCE ONLY. The warranty that ships with the product is the warranty that will be honored.**

## **Hearth & Home Technologies LLC LIMITED LIFETIME WARRANTY**

Hearth & Home Technologies LLC (“HHT”) extends the following warranty for HHT gas, wood, pellet and electric hearth appliances (each a “Product” and collectively, the “Product(s)”) and certain component parts set forth in the table below (“Component Part(s)”) that are purchased from a HHT authorized dealer or distributor.

### **WARRANTY COVERAGE**

HHT warrants that the Products and their Component Parts will be free from defects in materials and workmanship for the applicable period of Warranty coverage set forth in the table below (“Warranty Period”). If a Product or Component Parts are found to be defective in materials or workmanship during the applicable Warranty Period, HHT will, at our discretion, repair the applicable Component Part(s), replace the applicable Component Part(s), or refund the purchase price of the applicable Product(s). The maximum amount recoverable under this Warranty is limited to the purchase price of the Product. This Warranty is transferable from the original purchaser to subsequent owners, but the Warranty Period will not be extended in duration or expanded in coverage for any such transfer. This Warranty is subject to conditions, exclusions, and limitations as described below.

### **WARRANTY PERIOD**

Warranty coverage begins at the date of installation. In the case of new home constructions, Warranty coverage begins six months after invoice of the final sale of the Product(s) by an independent, authorized HHT dealer or distributor. However, the Warranty coverage shall commence no later than 24 months following the date of Product shipment from HHT, regardless of the installation or purchase date.

Warranty Period		HHT Manufactured Appliances and Venting				
Component Parts	Labor	Gas	Pellet	Wood	Electric	Component Parts Covered by this Warranty
1 year		●	●	●		All parts including handles, external enameled components and other material except as covered by Warranty Conditions, Warranty Exclusions, and Warranty Limitations listed
2 years					●	All parts except as covered by Warranty Conditions, Warranty Exclusions, and Warranty Limitations listed
			●	●		Glass, Electrical components limited to heating element/igniters, Top feed auger assembly, Blowers, Junction Box, Remotes/Wall switches, linear actuator, power cord, vacuum switch, snap disc, wire harnesses and thermocouple
		●				Electrical components limited to modules, remotes/wall switches, valves, pilots, blowers, junction boxes, wire harnesses, transformers and lights (excluding light bulbs)
		●		●		Cement Refractory Panels, Glass Liner Panels
3 years			●			Firepots, burnpots, Harman mechanical feeders
5 years		●		●		Catalysts, Vented and Vent Free burners and logs
10 years	1 year	●				Burners, logs and metal/fiber refractory components of HHT manufactured fireplaces or stoves, venting due to poor workmanship
10 years	3 years		●	●		Castings, Medallions and Baffles, FlexBurn® System (engine, inner cover, access cover and fireback), Firebox and heat exchanger, HHT Chimney and Terminations, Manifolds
20 years	3 years	●				Firebox and heat exchanger
All purchased replacement parts and optional accessories						
1 year	None	●	●	●	●	All purchased replacement parts and optional accessories

## WARRANTY CONDITIONS

- Because HHT cannot control the quality of any Products sold by unauthorized sellers, this Warranty only covers Products that are purchased through an HHT authorized dealer or distributor unless otherwise prohibited by law; a list of HHT authorized dealers is available on the HHT branded websites.
- This Warranty is only valid while the applicable Product remains at the site of original installation.
- This Warranty is only valid in the country in which the HHT authorized dealer or distributor that sold the applicable Product is authorized to sell applicable Product.
- Contact your installing distributor or dealer for Warranty service. If the installing dealer or distributor is unable to provide necessary parts, contact the nearest HHT authorized dealer or supplier. Additional service fees may apply if you are seeking Warranty service from a dealer other than the dealer from whom you originally purchased the applicable Product.
- No HHT consumer should bear cost of warranty service or costs incurred while servicing warranty claims (i.e., travel, gas, or mileage) when the service is performed within the terms of this Warranty. Check with your dealer or distributor in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this Warranty.

## WARRANTY EXCLUSIONS

### **This Warranty does not cover the following:**

- Changes in surface finishes as a result of normal use. As a heating appliance, some changes in color of interior and exterior surface finishes may occur. This is not a flaw and is not covered under the Warranty.
- Damage to printed, plated, or enameled surfaces caused by fingerprints, accidents, misuse, scratches, melted items or other external sources and residues left on the plated surfaces from the use of abrasive cleaners or polishes.
- Repair or replacement of parts that are subject to normal wear and tear during the Warranty Period are not covered. These parts include: paint, wood and pellet gaskets, firebricks, wood grates, flame guides, batteries and the discoloration of glass.
- Minor expansion, contraction, or movement of certain parts causing noise. These conditions are normal and complaints related to this noise are not covered by this Warranty.
- Damages resulting from: (1) failure to install, operate, or maintain the applicable Product in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the applicable Product; (2) failure to install the applicable Product in accordance with local building codes; (3) shipping or improper handling; (4) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or improperly/incorrectly performed repairs; (5) environmental conditions, inadequate ventilation, negative pressure, or drafting caused by tightly sealed constructions, insufficient make-up air supply, or handling devices such as exhaust fans or forced air furnaces or other such causes; (6) use of fuels other than those specified in the operation instructions; (7) installation or use of components not supplied with the applicable Product or any other components not expressly authorized and approved by HHT; (8) modification of the appliance not expressly authorized and approved by HHT in writing; and/or (9) interruptions or fluctuations of electrical power supply to the applicable Product.
- Non-HHT venting components, hearth connections or other accessories used in conjunction with the applicable Product.
- Any part of a pre-existing fireplace system in which an insert or a decorative gas applicable Product is installed.
- HHT's obligation under this Warranty does not extend to the Product's capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper Product for the application. Consideration must be given to the Product location and configuration, environmental conditions, insulation and air tightness of the structure.

**This warranty is void if:**

- The applicable Product has been over-fired, operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals. Over-firing can be identified by, but not limited to, warped plates or tubes, deformation/warping of interior cast iron structure or components, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes.
- The applicable Product is subjected to prolonged periods of dampness or condensation.
- There is any damage to the applicable Product due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation.

**LIMITATIONS OF REMEDIES AND LIABILITY**

EXCEPT TO THE EXTENT PROVIDED BY LAW, HHT MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. The owner's exclusive remedy and HHT's sole obligation under this Warranty or in contract, tort or otherwise, shall be limited to, at HHT's sole option, replacement of the Component Part(s), repair of the Component Part(s), or refund of the original purchase price of the applicable Product(s). In no event will HHT be liable for any incidental or consequential damages caused by defects in the applicable Product. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Warranty gives you specific legal rights and you may also have other rights which vary from State to State. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE FOR THE APPLICABLE PRODUCT. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

## Outdoor Lifestyles by Hearth & Home Technologies, Inc. LIMITED WARRANTY

Hearth & Home Technologies, Inc. ("HHT") extends the following warranty for all Outdoor Lifestyles by HHT™ brand products ("Products") that are purchased from an HHT authorized dealer.

### WARRANTY COVERAGE

HHT warrants to the original owner of the Product at the site of installation, and to any transferee taking ownership of the Product at the site of installation within one year following the date of original purchase, that the Product will be free from defects in materials and workmanship at the time of manufacture. After installation, if covered components manufactured by HHT are found to be defective in materials or workmanship during the applicable warranty period, HHT will, at its option, repair or replace the covered components. This warranty is subject to conditions, exclusions and limitations as described below.

### WARRANTY PERIOD

The warranty period runs for one year, beginning on the earlier of: (i) the date of invoice for the Product; (ii) in the case of new home construction, the date of first occupancy of the residence or six months after the date of sale of the Product by an HHT authorized dealer, whichever occurs first; or (iii) the date 24 months following the date of Product shipment from HHT, regardless of the invoice or occupancy date.

### WARRANTY CONDITIONS

- The Limited Lifetime Warranty covers Products that are purchased through a HHT authorized dealer or distributor; a list of HHT authorized dealers is available on the HHT branded websites.
- This warranty is only valid while the Product remains at the site of original installation.
- Contact your installing dealer for warranty service. If the installing dealer is unable to provide necessary parts, contact the nearest HHT authorized dealer. Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the Product.
- Check with your dealer in advance for any costs to you when arranging a warranty call; travel and shipping charges for parts are not covered by this warranty.
- The Product body, metal firebox and heat exchanger carry the Limited Lifetime Warranty from the date of installation .
- The following components do not carry the Limited Lifetime Warranty but are warranted as follows:
  - One Year from Date of Installation:
    - Gas and Electrical Components
      - Excludes tarnishing
    - Gaskets
    - Nickel Plated Materials
    - Glass Breakage
    - Logs/Refractory/Glass Panels due to thermal breakage
      - Surface, hairline cracks, scratches and slight color changes are not covered
    - Venting, optional accessories and optional glass doors
    - Labor Associated with Warranty Service Work

## WARRANTY EXCLUSIONS

### **This warranty does not cover the following:**

- Changes in surface finishes as a result of normal use; as a heating appliance, some changes in color of interior and exterior surface finishes may occur; this is not a flaw and not covered under warranty
- Damage to printed, plated, or enameled surfaces caused by fingerprints, accidents, misuse, scratches, melted items, or other external sources and residues left on surfaces from the use of abrasive cleaners or polishes
- Repair or replacement of parts that are subject to normal wear and tear during the warranty period; these parts include: paint, firebricks, grates, flame guides and the discoloration of glass
- Expansion, contraction, or movement of certain parts causing noise; these conditions are normal and complaints related to this noise are not covered by this warranty
- Damages resulting from: (1) failure to install, operate, or maintain the Product in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the Product; (2) failure to install the Product in accordance with local building codes; (3) shipping or improper handling; (4) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or incorrectly
- Performed repairs: (5) inadequate ventilation, negative pressure or environmental conditions, including, without limitation: hail, snow, ice, fallen branches, flooding, water damage and fading of color; (6) use of fuels other than those specified in the operating instructions; (7) installation or use of components not supplied with the Product or any other components not expressly authorized and approved by HHT; (8) modification of the Product not expressly authorized and approved by HHT in writing; and/or (9) interruptions or fluctuations of electrical power supply to the Product
- Non-HHT venting components, hearth components or other accessories used in conjunction with the Product
- Any part of a pre-existing fireplace system in which an insert or a decorative gas appliance is installed
- The Product's capability to heat the desired space; information is provided to assist the consumer and the dealer in selecting the proper appliance for the application; consideration must be given to the Product's location and configuration and environmental conditions

### **This warranty is void if:**

- The Product has been over-fired or operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals; over-firing can be identified by, but not limited to, warped plates or tubes, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes and cracking or spalling of refractory or cementitious materials
- The Product is subjected to prolonged periods of dampness, condensation, ice or snow
- There is any damage to the Product or other components due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation

## 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 HHT's sole obligation under this warranty, under any other warranty (express or implied), or in contract, tort or otherwise; provided, however, that if HHT is unable to provide repair or replacement in an expedient and cost effective manner, HHT 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 HHT. TO THE EXTENT ALLOWED BY LAW, HHT MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HHT 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 limitation 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.