
TERMS & CONDITIONS

Effective January 1 2016

LIMITED WARRANTY TERMS & CONDITIONS

This warranty is limited to products manufactured by Crown Verity Inc., to the original purchaser, commencing on the date of purchase and is valid only with a proof of purchase. The warranty covers defects in material and workmanship under normal use, providing that:

- The equipment is properly installed per Crown Verity instructions or operator's manual and by a **qualified professional** installer;
- The equipment has not been accidentally or intentionally damaged, altered or misused;
- The serial number rating plate affixed to the equipment has not been intentionally defaced or removed.
- In order to activate the warranty, the Crown Verity warranty registration card must be submitted. If one is needed, please contact warranty@crowverity.com. This warranty is limited to the original purchaser and cannot be transferred.

WARRANTY COVERAGE

FULL WARRANTY

The Crown Verity warranty covers on-site labour, replacement parts and freight for Canada and the United States for a period of 1 year for the following products:

- Grills, Griddles, Fryers, Steamers, Sinks and Mounted Patio Heaters
- Service representative travel time and their respective organizations must be approved by Crown Verity prior to work being performed.

LIMITED WARRANTY

Crown Verity will warrant replacement parts and freight for Canada and the United States for the following products and periods:

- Patio Heaters: 120 days from proof of purchase
- 10 years from proof of purchase – Crown Verity Stainless Steel Gas Burners
- Lifetime* – Crown Verity Stainless Steel Grill Bodies and Cooking Grates

**Applies to all grills sold after January 1, 2015 or with a serial number higher than 21010*

WARRANTY LIMITATIONS

The Crown Verity warranty does not apply to damages caused by:

- Negligence
- Unauthorized repair by anyone other than a Factory Authorized Service Agent
- Erratic voltages or gas supply
- Air and gas adjustment
- Alteration, misuse or improper installation
- Damage caused by insects within the burner tubes
- Ordinary wear and tear

WARRANTY EXCLUSIONS

The Crown Verity warranty does not apply to labor or repairs required for:

- Light bulbs, batteries, fuses and other wearable items
- Mounted Patio Heater replacement
- Door adjustments and or lid adjustments
- Tightening of screws or fasteners
- Damage in shipment
- Adjustments and cleaning of main burners pilot burners or orifices
- Accessories such as brushes, spatulas and cylinders
- Normal discoloration of materials

WARRANTY REPLACEMENT PARTS AND SERVICE

Crown Verity Inc. genuine factory OEM parts receive a 90 day materials warranty effective from the date of installation. This Warranty is in lieu of all other warranties, expressed or implied, and all other obligations or liabilities on the manufacturer's part. Crown Verity Inc. shall in no event be liable for any special, indirect or consequential damages or in any event for damages in excess of the purchase price of the unit. The repair or replacement of proven defective parts shall constitute a fulfillment of all obligations under the terms of this warranty.

Contact your authorized selling dealer, service representative or Crown Verity directly at 888-505-7240. Please have the following information ready to review:

- Purchaser's name, proof of purchase or equipment serial number
- Date of purchase and delivery address
- Accurate description of the problem