

LIMITED WARRANTY

Refractory and Ceramic Fiber Logs

Hargrove gas logs carry a limited lifetime warranty against any manufactured defect or breakage. This warranty does not cover breakage caused by excessive handling once installed and fired. Contact Customer Service for warranty claim details.

Burner & Grate

If the burner or grate fails due to deterioration within five (5) years of the verified purchase date, contact Customer Service for warranty claim details.

Valves, Remote Controls, & Switching Devices

All valves, remote controls and switching devices are warranted against manufacturing defects which appear within two (2) years of the verified purchase date. Warranty does not cover products that have been damaged by misuse from overheating. Before any product is returned a Return Goods Authorization number (RGA) must be issued by the Customer Service Department. All returns must be accompanied by an explanation of the problem and all necessary parts.

All Other Parts

If any assembled part should fail to operate or be found defective which appear within two years of the verified purchase date, contact Customer Service for warranty claim details

Buyer shall notify Customer Service of any defect covered by this warranty no later than thirty (30) days after defect is discovered. Failure to provide notice within thirty (30) days shall void the limited warranty.

WHAT IS NOT COVERED

1. Removal and reinstallation costs.
2. Labor costs for replacement or repairs.
3. Transportation or shipping cost.
4. The cost of a service call to diagnose trouble.
5. Painted Surfaces.
6. Damage or defect caused by improper installation, accident, misuse, abuse, alteration, or authorized service technician.
7. Replacement of burner or combustion chamber resulting from improper storage of the appliance.

LIMITATIONS AND EXCLUSIONS

1. No one has authority to add to or vary this limited warranty, or to create for Hargrove Manufacturing Corporation any other obligation or liability in connection with this appliance.
2. Any implied warranty applicable to this appliance is limited in duration to the same period of time as this written warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.
3. HARGROVE MANUFACTURING CORPORATION WILL NOT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR CONTINGENT DAMAGES YOU MIGHT SUFFER AS A RESULT OF A CLAIM UNDER THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusion may not apply to you.
4. This warranty applies only to the original purchaser and may not be transferred or assigned.
5. If you cannot verify the purchase date of the appliance, the warranty period will begin on the date of which the appliance was manufactured.
6. Replacement or repair parts are warranted for the remaining period of the original part warranty. Warranty parts must be obtained through authorized dealers of this product who will provide original factory replacement parts. Failure to use original factory replacement parts voids this warranty.
7. The maximum liability of Hargrove Mfg Corp. in connection with this limited warranty shall not in any case exceed the contract price paid for the product claimed to be defective or unsuitable.
8. Purchaser or user agrees to hold Hargrove Mfg Corp. harmless from any and all claims by the buyer as a result of injury or damage to an ultimate user or other person caused by the product sold herein by the seller to the buyer, whether the injury or damage results from the assembly, installation, operation, shipment, storage, or manufacture of this product. Hargrove Mfg Corp. makes no warranties, expressed or implied, other than those expressly stated herein.

YOUR DUTIES

This appliance must be installed by a qualified installer, operated and maintained in accordance with all applicable codes and the instructions furnished with the appliance. You must provide a receipt verifying the purchase date of the appliance when making a warranty claim with the dealer from which the appliance was purchased.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.