

18.0 warranty

Napoleon products are manufactured under the strict Standard of the world recognized ISO 9001 : 2015 Quality Management System.

Napoleon products are designed with superior components and materials assembled by trained craftsmen who take great pride in their work. The burner and valve assembly are leak and test-fired at a quality test station. The complete appliance is again thoroughly inspected by a qualified technician before packaging to ensure that you, the customer, receive the quality product that you expect from Napoleon.

Napoleon Gas Appliance President's Lifetime Limited Warranty

The following materials and workmanship in your new Napoleon gas appliance are warranted against defects for as long as you own the appliance. This covers: combustion chamber, heat exchanger, stainless / steel burner, Phazer™ logs and embers, rocks, ceramic glass (thermal breakage only), gold plated parts against tarnishing, porcelainized enameled components and aluminum extrusion trims.*

Electrical (110V and millivolt) components and wearable parts are covered and Napoleon will provide replacement parts free of charge during the first year of the limited warranty. This covers: blowers, gas valves, thermal switches, switches, wiring, remote controls, ignitors, gaskets and pilot assemblies.*

Labour related to warranty repair is covered free of charge during the first year (labour warranty is not applicable for the Gas Log Sets). Repair work, however, requires the prior approval of an authorized company official. Labour costs to the account of Napoleon are based on a predetermined rate schedule and any repair work must be done through an authorized Napoleon dealer.

* Construction of models vary. Warranty applies only to components included with your specific appliance.

Conditions and Limitations

Napoleon warrants its products against manufacturing defects to the original purchaser only. Registering your warranty is not necessary. Simply provide your proof of purchase along with the model and serial number to make a warranty claim. Napoleon reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim. Provided that the purchase was made through an authorized Napoleon dealer your appliance is subject to the following conditions and limitations:

Warranty coverage begins on the date of original installation. This factory warranty is non-transferable and may not be extended whatsoever by any of our representatives. The gas appliance must be installed by a licensed, authorized service technician or contractor qualified and authorized installer, service agency or supplier. Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes. This limited warranty does not cover damages caused by misuse, lack of maintenance, accident, alterations, abuse or neglect, and parts installed from other manufacturers will nullify this warranty. This limited warranty further does not cover any scratches, dents, corrosion or discoloring caused by excessive heat, abrasive and chemical cleaners nor chipping on porcelain enamel parts, mechanical breakage of Phazer™ logs and embers. This warranty extends to the repair or replacement of warranted parts which are defective in material or workmanship provided that the product has been operated in accordance with the operation instructions and under normal conditions. After the first year, with respect to this President's Lifetime Limited Warranty, Napoleon may, at its discretion, fully discharge all obligations with respect to this warranty by refunding to the original warranted purchaser the wholesale price of any warranted but defective part(s).

After the first year, Napoleon will not be responsible for installation, labour, or any other expenses related to the reinstallation of a warranted part and such expenses are not covered by this warranty. Notwithstanding any provisions contained in the President's Lifetime Limited Warranty, Napoleon's responsibility under this warranty is defined as above and it shall not in any event extend to any incidental, consequential or indirect damages. This warranty defines the obligations and liability of Napoleon with respect to the Napoleon gas appliance and any other warranties expressed or implied with respect to this product, its components or accessories are excluded. Napoleon neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this product. Napoleon will not be responsible for: over-firing, downdrafts, spillage caused by environmental conditions such as rooftops, buildings, nearby trees, hills, mountains, inadequate vents or ventilation, excessive venting configurations, insufficient makeup air, or negative air pressures which may or may not be caused by mechanical systems such as exhaust fans, furnaces, clothes dryers, etc. Any damages to the appliance, combustion chamber, heat exchanger, plated trim or other components due to water, weather damage, long periods of dampness, condensation, damaging chemicals or cleaners will not be the responsibility of Napoleon.

During the first 10 years Napoleon will replace or repair the defective parts covered by the lifetime warranty at our discretion free of charge. From 10 years to life, Napoleon will provide replacement parts at 50% of the current retail price. The manufacturer may require that defective parts or products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect. Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender. Shipping costs are not covered under this warranty. Additional service fees may apply if you are seeking warranty service from a dealer. Warranty labour allowance is only for the replacement of the warranted part. Travel, diagnostic tests, shipping and other related charges are not covered by this warranty.

All specifications and designed are subject to change without prior notice due to on-going product improvements. Napoleon is a registered trademark of Wolf Steel Ltd.