

WARRANTY POLICY

Ortal USA, Inc. Standard Products
Sold and Distributed in North America
(For custom models, warranties may vary)

WARRANTY COVERAGE: Ortal USA 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 Ortal USA are found to be defective in materials or workmanship during the applicable warranty period, Ortal USA will, at its option, repair or replace the covered components. This warranty is subject to conditions, exclusions and limitations as described below.

COVERAGE COMMENCEMENT DATE: Warranty coverage begins on the date shipped, regardless of the invoice or occupancy date.

WARRANTY CONDITIONS: 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 Ortal USA for the location of another 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.

Components Covered Warranty Period Warranty coverage begins on the ship date. Parts not otherwise listed carry a 90-day warranty from warranty commencement date.

Firebox: 10-Year Limited Warranty

Burner: 10-Year Limited Warranty

Gas & Electrical Components (Including Power Vents): 2-Year Limited Warranty

Wilderness Logs Set: 4-Year Limited Warranty

Interior Design Media: 2-Year Limited Warranty (Thermal Damage Only)

Ceramic Glass: 2-Year Limited Warranty (Thermal Breakage Only)

Tempered Glass: Shipment Damage Only

Paint: 1-Year Limited Warranty

Gaskets: 1-Year Limited Warranty

Trim Pieces: 1-Year Limited Warranty

Double Glass Fans: 1-Year Limited Warranty

Remotes: 1-Year Limited Warranty

****Warranty Labor Credit is (1) hour, with the exception of repairs listed below, travel time is not reimbursed.****

WARRANTY LABOR CREDIT RATES: Ortal USA will reimburse labor required to complete warranty repairs via a labor credit, at Ortal USA determined hourly rate, applied to customer account. The labor credit includes both onsite time and travel time. Please see below for warranty labor credit reimbursement chart. Warranty Repairs not listed below will have a (1) hour labor credit, unless otherwise approved by Ortal USA.

45 Minute Labor Credit

Light Control Box
6 Volt Transformer
Double Glass Fan (Unit not installed in finished space)
High Voltage Relay
Ceramic Glass
Trim Pieces

1 Hour Labor Credit

Gas Valve
Receiver
Orifices
Double Glass Fan Safety Box
Power Vent Components
Power Vent Fan
Pilot Assembly
Black Reflective Glass
Wilderness Logs

1.5 Hour Labor Credit

Double Glass Fan (Unit installed in finished space)
Tempered Glass (Including removal from Safety Fans)

EXCLUSIONS:

- 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.
- 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 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 Ortal USA; (8) modification of the Product not expressly authorized and approved by Ortal USA in writing; and/or (9) interruptions or fluctuations of electrical power supply to the Product.
- Non-Ortal USA approved venting components, hearth components or other accessories used in conjunction with the Product. (10) fuel supply must meet inlet pressure range, listed in product manual, when appliance is operational. (11) Troubleshooting parts/labor.
- Any part of a pre-existing fireplace system in which an insert 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.

Warranty voided 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 not installed per manual; including improper framing, air intake, heat release, and venting requirements.
- The Product is subjected to prolonged periods of dampness, condensation, ice or snow.
- The Product is subjected to prolonged periods of open air within (5) miles of sea water.
- 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.

LIMITATION ON LIABILITY: It is expressly agreed and understood that Ortal USA's sole obligation and the purchaser's exclusive remedy under this warranty, under any other warranty, expressed or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified herein. In no event shall Ortal USA be liable for any incidental or consequential damages caused by defects in the Product, whether such damage occurs or is discovered before or after repair or replacement, and whether such damage is caused by Ortal USA's negligence. Ortal USA has not made and does not make any representation or warranty of fitness for a particular use or purpose, and there is no implied condition of fitness for a particular use or purpose. Ortal USA makes no expressed warranties except as stated in the Limited Warranty. The duration of any implied warranty is limited to the duration of this expressed warranty. No one is authorized to change this Limited Warranty or to create for Ortal USA any other obligation or liability in connection with the Product. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply. Labor Coverage Prevailing Ortal USA labor rates apply for the warranty period of component (s). Labor coverage is for actual repair and/or replacement of components. Troubleshooting is not included. The provisions of the Limited Warranty are in addition to and not a modification of or subtraction from any statutory warranties and other rights and remedies provided by law.

INVESTIGATION OF CLAIMS AGAINST WARRANTY: Ortal USA reserves the right to investigate any and all claims against this Limited Warranty and to decide, in its sole discretion, upon the method of settlement. To receive the benefits and advantages described in this Limited Warranty, the appliance must be installed and repaired by an authorized Ortal USA installation technician. Refer to your dealer/distributor sales agreement for requirements. Contact Ortal USA at the address provided herein to obtain a listing of approved dealers/distributors and certified/ authorized installer companies. Ortal USA shall in no event be responsible for any warranty work done by an installer that is not approved without first obtaining Ortal USA's prior written consent.

SHIPMENT DAMAGE:

BEFORE you sign the delivery receipt, if you are not able to inspect the unit, you must indicate "subject to inspection". When there is obvious physical damage to the crating, packaging, pallet, cardboard, etc. you MUST indicate this on the delivery slip, even if the damage turns out only to be to the packaging and the contents are completely undisturbed. This should come in complete and in good condition. If in case you notice any breach or damage on the pallet/packaging please take pictures of its entirety and location where damage (dents/holes/scratch/others) may be, before you open the pallet. Do not discard packaging materials. If there is anything missing or damaged on the fireplace unit, please report to us within 3 business days.

HOW TO REGISTER A CLAIM AGAINST WARRANTY: For any claim under this warranty to be valid, you must contact the Ortal USA dealer/distributor from which you purchased the product. If you cannot locate the dealer/distributor, then you must notify Ortal USA in writing. Submission of a completed warranty claim is the preferred method of warranty claim notification. Ortal USA must be notified of the claimed defect in writing within 90 days of the date of failure. Notices should be directed to:

Ortal USA, Inc.
Attn: Warranty
2152 Citygate Drive
Columbus, OH 43219

or email the Warranty Team
warranty@ortalheat.com