

WARRANTY POLICY

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

THE WARRANTY

The Ortal Ltd. and Ortal USA, Inc. Limited Warranty warrants your Ortal USA gas fireplace (“Product”) to be free from defects in materials and workmanship at the time of manufacture. After installation, if covered components manufactured by Ortal are found to be defective in materials or workmanship during the Limited Warranty period and while the Product remains at the site of the original installation, Ortal USA will, at its option, repair or replace the covered components. If repair or replacement is not commercially practical, Ortal USA will, at its option, refund the purchase price or wholesale price of the Ortal product, whichever is applicable. Ortal USA may also pay Customer prevailing labor costs, as determined in its sole discretion, incurred in repairing or replacing such components for up to five years.

COVERAGE COMMENCEMENT DATE

Warranty coverage begins on date shipped but not to exceed one year from date of original purchase.

EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only if the Product is purchased and installed in the United States or Canada *by an approved Ortal dealer/distributor* (unless otherwise permitted by Ortal USA via written approval), and only if installed, operated and maintained in accordance with the printed instructions accompanying the Product and in compliance with all applicable installation and building codes and good trade practices. Printed instructions include product information, diagrams, and operation and maintenance manuals available on Ortal USA’s website, www.ortalheat.com. These can also be requested in digital format direct from Ortal USA’s office.

This warranty is non-transferable and extends to the original owner only. The Product must be purchased through a listed supplier of Ortal USA and proof of purchase must be provided. The following components are part of the Limited Warranty and are warranted as follows:

Components Covered	Warranty Period
Warranty coverage begins at ship date but not to exceed one year from date of original purchase. 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	2-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

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.
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Whenever practicable, Ortal USA will provide replacement parts, if available, for a period of 5 years from the last date of manufacture of the Product.

Ortal USA is not responsible for: (a) damages caused by normal wear and tear, accident, riot, fire, flood, climate and weather corrosion or natural disaster; (b) damages caused by abuse, negligence, misuse, or unauthorized alteration or repair of the Product affecting its stability or performance (The Product must be subjected to normal use. The Product is designed to burn on either natural or propane gas only as determined by the customer when originally purchased or modified after installation by an authorized installer only. Burning conventional fuels such as wood, coal or any other solid fuel will cause damage to the Product, will produce excessive temperatures and could result in a fire hazard.); (c) damages caused by failing to provide proper maintenance and service in accordance with the instructions provided with the Product; (d) damages, repairs or inefficiency resulting from faulty installation or application of the Product.

Ortal USA is not responsible for inadequate fireplace system draft caused by air conditioning and heating systems, mechanical ventilation systems, or general construction conditions which may generate negative pressure in the room in which the appliance is installed. Additionally, Ortal USA assumes no responsibility for drafting conditions caused by venting configurations, adjoining trees or buildings, adverse wind conditions or unusual environmental factors and conditions that affect the operation of the unit.

This Limited Warranty covers only parts and labor as provided herein. In no case shall Ortal USA be responsible for materials, components or construction, which are not manufactured or supplied by Ortal USA or for the labor necessary to install, repair or remove such materials, components or construction. Additional utility bills incurred due to any malfunction or defect in equipment are not covered by this warranty. All replacement or repair components will be shipped F.O.B. from the nearest stocking Ortal USA warehouse.

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

to you. 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 the Ortal USA, Attn: Warranty, at 8421 Canoga Avenue, Canoga Park, CA 91304 or visit our website at www.ortalheat.com.