

WARRANTY

Empire Comfort Systems Inc. warrants this hearth product to be free from defects at the time of purchase and for the periods specified below. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Lifetime Parts Warranty with a Five-Year Limited Labor Warranty – Combustion Chamber and Heat Exchanger

If the combustion chamber or heat exchanger (see parts list) fails because of defective workmanship or material, Empire will repair or replace it at Empire's option.

Within five years from the date of purchase, Empire will pay reasonable labor to have the defective part repaired or replaced at Empire's option.

Limited Five-Year Parts & Labor Warranty – All Other Components (Except Remote Controls, Thermostats, Lights, Accessories and Replacement Parts)

Should any part fail because of defective workmanship or material within five years from the date of purchase, Empire will repair or replace it at Empire's option.

Within five years from the date of purchase, Empire will pay reasonable labor to an authorized dealer to have that defect repaired at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Lights, Accessories, and Replacement Parts

Should any remote control, thermostat, lighting system, accessory, or replacement part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace it at Empire's option.

Duties of the Owner

Have the appliance installed by a qualified installer, and operate and maintain it in accordance with the furnished instructions

Provide proof of purchase (receipt) to establish the purchase date, which determines the warranty start date.

Provide ready access to the appliance for service.

What Is Not Covered

Damage caused by misuse or improper installation.

Damage caused by improper maintenance or lack of maintenance.

Claims that do not involve defective workmanship or materials.

Unauthorized service or replacement parts.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Removal and reinstallation cost.

How to Get Service

Provide the dealer with the model number, serial number, type of gas, and proof of purchase. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, the service received has not been satisfactory, send an e-mail describing the issue and any actions taken to info@empirecomfort.com with "Consumer Relations" in the subject line.

Your Rights under State Law

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