



WILDFIRE OUTDOOR LIVING PRODUCTS LIMITED WARRANTY

Wildfire Outdoor Living Products ("Wildfire") offers a limited warranty to the original purchaser of each Outdoor Gas Grill, Side Burner, and Griddle, subject to the terms and conditions outlined below. This warranty is non-transferable and valid only with proof of purchase. It covers defects in workmanship and materials under normal residential use for the specified periods. This warranty does **not** cover surface corrosion, scratches, or discoloration caused by regular use.

Please Note: This warranty is void for Wildfire products used in rental or commercial applications. For more details, refer to the **Common Area Limited Warranty** section.

COMPONENT WARRANTY PERIODS

- Limited Lifetime Warranty:
 - Stainless Steel Housing and Frame
 - Cooking Grids, Warming Rack, and Flavor Grids
 - Cast Stainless Burners and Infrared Burners
- Limited Five-Year Warranty:
 - Valves and Manifold
 - Ignition Systems
- Limited Two-Year Warranty:
 - Electric/Plastic Components
- Limited One-Year Warranty:
 - All parts and components are covered for one (1) year, including shipping and handling. Wildfire also provides a one (1) year labor credit for pre-approved warranty repairs. Please refer to the **Labor Credit Policy** section of this warranty for additional details and requirements.

WARRANTY TERMS AND CONDITIONS

Wildfire may, at its discretion, repair or replace any defective part during the warranty period. This warranty does not cover normal wear and tear or damage resulting from:

- Negligent use, misuse, or improper use of the product
- Use with incorrect fuel or gas supply
- Non-compliance with operating instructions
- Unauthorized alterations or repairs

Any repair or replacement will not extend the warranty period.



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COMMON AREA LIMITED WARRANTY

- Limited Two-Year Warranty:
 - Stainless Steel Housing and Frame
 - Cooking Grids, Warming Rack, and Flavor Grids
 - Cast Stainless Burners and Infrared Burners
 - Valves and Manifold
 - Ignition Systems
- Limited One-Year Warranty:
 - Electric/Plastic Components

LIMITS AND EXCLUSIONS

This warranty **does not cover**:

- Failures caused by accidents, abuse, misuse, alterations, misapplication, vandalism, improper installation, or unauthorized maintenance or service
- Damage caused by flashback fires, grease fires, or other hazards as outlined in the Owner's Manual
- Scratches, dents, corrosion, or discoloration due to weather, heat, abrasive cleaners, pool or spa chemicals, or tools used during assembly or installation
- Paint loss, surface rust, corrosion, or stainless-steel discoloration considered normal wear and tear
- Costs associated with inconvenience, personal injury, or property damage resulting from improper use or product failure
- Deterioration or damage due to severe weather conditions (e.g., hail, hurricanes, earthquakes, tsunamis, tornadoes), terrorism, or other Acts of God (including exposure to chemicals in the atmosphere)
- Products sold to consumers from showroom displays carry a one-year warranty, provided they are inspected and approved by a certified Wildfire servicer prior to sale.

WARRANTY CLAIM PROCEDURE

Please get in touch with our Customer Success team for assistance if you require service or replacement parts. We are open Monday through Friday, 8:00 a.m. to 4:30 p.m. MST. You can reach us by phone at **602-344-4840** or via email at **support@wildfireoutdoorliving.com**. Please ensure you have registered your products before submitting any warranty claim. When submitting a warranty claim, please have your model number, serial number, and proof of purchase ready.

Wildfire Outdoor Living may request that defective parts be returned for examination. If so, the customer must prepay shipping charges. If Wildfire confirms that the part is defective, they will replace it at no charge. The customer is responsible for shipping and handling costs for replacement parts. Repair or replacement of parts is the exclusive remedy under this limited warranty. Wildfire Outdoor Living will not be liable for any incidental or consequential damages.



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ONE-YEAR LIMITED WARRANTY

For one (1) year from the date of original purchase, Wildfire Outdoor Living warrants that its grills, griddles, and burners will be free from defects in materials and workmanship under normal residential use.

During this one-year period, Wildfire Outdoor Living will, at its discretion, repair or replace any component found to be defective. Approved warranty repairs include replacement parts and a limited labor credit, provided all warranty procedures are followed.

Proof of purchase is required for all warranty claims.

Labor Credit Policy

Wildfire Outdoor Living provides a limited labor credit for eligible warranty repairs performed within one (1) year of the original purchase date.

To qualify for labor credit:

- Wildfire Outdoor Living must be contacted prior to any service being performed for troubleshooting and authorization.
- An authorization number must be issued before repair work begins.
- A valid sales receipt or invoice must be provided.

Labor reimbursement is limited to up to \$100 per unit, per occurrence and applies only to labor directly related to the repair of a confirmed manufacturing defect.

The labor credit does not cover:

- Travel or trip charges
- Mileage or fuel surcharges
- After-hours service fees
- Installation corrections
- Cleaning, maintenance, or adjustments
- Service calls where no defect is found

All labor credit requests must be submitted through the original selling dealer or distributor. The dealer or distributor will coordinate directly with Wildfire Outdoor Living for approval and reimbursement.

Wildfire Outdoor Living reserves the right to approve, deny, or request additional documentation for any labor credit claim.