

Napoleon Lifetime Warranty

NAPOLEON gas fireplaces are manufactured under the strict Standard of the world recognized ISO 9001: 2000 Quality Assurance Certificate. 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 fireplace is test-fired and thoroughly inspected by a qualified technician before packaging to ensure that you, the customer, receive the quality product that you expect from NAPOLEON.



Lifetime Coverage

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

One Year Coverage

Electrical (110V and millivolt) components and wearable parts such as catalytic tiles, blowers, gas valves, thermal switch, switches, wiring, remote controls, ignitor, gasket, and pilot assembly are covered and NAPOLEON will provide replacement parts free of charge during the first year of the limited warranty.

Conditions and Limitations

NAPOLEON warrants its products against manufacturing defects to the original purchaser only -- i.e., the individual or legal entity (registered customer) whose name appears on the warranty registration card filed with NAPOLEON -- provided that the purchase was made through an authorized NAPOLEON dealer and is subject to the following conditions and limitations:

This factory warranty is nontransferable and may not be extended whatsoever by any of our representatives.

The gas fireplace must be installed by a licensed, authorized service technician or contractor. 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, or any venting components used in the installation of the fireplace.

NAPOLEON warrants its stainless steel burners against defects in workmanship and material for life, subject to the following conditions: During the first 10 years NAPOLEON will replace or repair the

defective parts at our option free of charge. From 10 years to life, NAPOLEON will provide replacement burners at 50% of the current retail price.

In the first year only, 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 Limited Lifetime 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, labor or any other costs or expenses related to the reinstallation of a warranted part, and such expenses are not covered by this warranty.

Notwithstanding any provisions contained in this President's Limited Lifetime 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 fireplace 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 fireplace, combustion chamber, heat exchanger, brass trim or other component due to water, weather damage, long periods of dampness, condensation, damaging chemicals or cleaners will not be the responsibility of NAPOLEON.

The bill of sale or copy will be required together with a serial number and a model number when making any warranty claims from your authorized dealer. The warranty registration card must be returned within fourteen days to register the warranty. NAPOLEON reserves the right to have its representative inspect any product or part thereof prior to honoring any warranty claim.

ALL SPECIFICATIONS AND DESIGNS ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE DUE TO ON-GOING PRODUCT IMPROVEMENTS.

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