

## Warranty

Space Grill has been constructed from top grade materials and components, with build quality to match. We are proud to stand behind our product and offer the following warranty protection to all of our customers.

### Warranty Period

Every Space Grill comes with our standard 5 year limited warranty.

	Stainless steel enclosure	5 years,
	Stainless steel splashback / cover	5 years,
	Stainless steel tube burners	5 years,
	Stainless steel grills	2 years,
	All remaining parts	2 years

### Please Note:

For those who have already purchased a Space Grill check the Warranty Card section of the user manual for your exact warranty information.

### Full Conditions and Limitations:

Glen Dimplex Americas warrants its products against manufacturing defects to the original purchaser only, provided that the purchase was made through an authorised dealer and is subject to the following conditions and limitations:

- This warranty is non-transferable and may not be extended by any of Glen Dimplex Americas representatives
- Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes
- Any failures due to alteration, misuse, improper maintenance or service, improper installation, grease fires, hostile environments, abuse or neglect are not covered by this warranty
- Genuine Space Grill parts must always be used for replacement; use of any other parts will automatically void the warranty
- Discoloration to plastic parts from chemical cleaners or UV exposure is not covered by this warranty
- Deterioration or damage due to severe weather conditions, rust or burn through are not covered by this warranty

- Scratches, dents, painted finishes, corrosion or discolouring by heat, abrasive and chemical cleaners, nor chipping on porcelain enamel parts, nor any components used in the installation of the product are covered by this warranty
- Should deterioration of parts occur to the degree of non-performance (rusted through or burnt through) within the duration of the warranted coverage, a replacement part will be provided
- Glen Dimplex Americas is not responsible for the installation, labour or any other costs or expenses related to the re-installation of a warranted part, and such expenses are not covered by this warranty
- This products' warranty does not extend to incidental, consequential, or indirect damages
- Glen Dimplex Americas neither assumes, nor authorises any third party to assume, on its behalf, any other liabilities with respect to the sale of this product
- Glen Dimplex Americas will not be responsible for: over firing, blow outs caused by environmental conditions such as strong winds, or inadequate ventilation,
- Any damages to the product due to weather damage, hail, rough handling, damaging chemicals or cleaners will not be the responsibility of Glen Dimplex Americas
- The original bill of sale (or a copy) will be required together with a serial number and a model number when making any warranty claims to Glen Dimplex Americas
- Glen Dimplex Americas reserves the right to inspect any product or part prior to honouring any warranty claim
- Glen Dimplex Americas factory warranty will not be extended past the above mentioned period
- Glen Dimplex Americas warrants its products only to the original purchaser
- Glen Dimplex Americas is not be liable for any transportation charges, labour costs, or export duties related to warranty claims

### **Warranty Claims:**

To make a warranty claim you'll need to communicate information to our customer service team such as the reason for your claim and the serial number of your Space Grill. Warranty claims require valid proof of purchase. Warranty claims will require photographic evidence depending on the extent of the claim.