



True Flame hereby warrants to the end user that products will be free from material and workmanship defects that prevent safe and correct operation of the product. The warranty commences *from date of sale to the end user* for the following period:

Consumer Residential Applications (Manufactured after 12/02/2019)

Burner Systems, Burners, Components and Accessories

- Lifetime Warranty on Construction and Manufacturer Defects
- Lifetime Warranty - Stainless Steel Burners and Pans
- Lifetime Warranty - Brass Burners
- Five (5) Year Warranty - Gas Valve, Spark Igniter, Pilot Assemblies
- Five (5) Year Warranty - AWS Electronic Ignition Systems (24VAC, 30 VDC)
- Five (5) Year Warranty - TFS/TMSI Electronic Components
- Five (5) Year Warranty – MT Components (Key Valve)
- Five (5) Year Warranty - Refractory Gas Log Sets
- Five (5) Year Warranty - Ready to Finish/ANF Fire Pit Enclosures
- Five (5) Year Warranty – Skytech Manufactured Optional Controls

Outdoor Fireplace – Kalea Bay

- Lifetime Warranty - Construction and Manufacturer Defects
- Lifetime Warranty - Stainless Steel Components
- Five (5) Year Warranty - Gas Valve, Pilot Assembly, Power Supply, Controls
- Five (5) Year Warranty – Skytech Manufactured Optional Controls

Sanctuary Series – GFRC Fire Features

- Three (3) Year Warranty - GFRC Structure
- Refer to the Appropriate Burner System for Warranty
 - *Warranty covers manufacturing effects or structural failure. Small stress cracks and surface crazing are a natural occurrence in GFRC products and not covered by warranty.

Ready to Finish/ANF Enclosures

- Frame – Lifetime Warranty on Construction and Manufacturer Defects

Accessories

- Lifetime Warranty - Construction and Manufacturer Defects
- Lifetime Warranty - Stainless Steel Components (Lids, Stainless Steel Covers)
- One (1) Year Warranty – ESTOP1-OH, ESTOP2-5H Windshields, Hoses and Regulators

The end-user must provide a bill of sale, canceled check, or payment record to verify the purchase date and to establish the warranty period. This Limited Warranty shall be valid and limited to the original purchaser only.

WARNING Any modification to the product will void the warranty.

This Limited Warranty shall be limited to the repair and/or replacement of parts that have been proven to be defective under normal use and service. All warranty claims must be made by the US Fireplace Store account on behalf of the end-user. Text or call **888-992-1556**, start live chat, or email support@usfireplacestore.com with any questions. Our team is available to serve you 8:00AM - 11:59PM ET, 7 days a week.

Our Technical Service Department must confirm all approved defects. If a defect is confirmed and we approve the claim, we will replace such parts without charge. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

The manufacturer may request defective products returned with an RMA (Return Merchandise Authorization) issued by TrueFlame (AMD Direct) for specific products, which is considered to be the nature of the defect and or warranty claim. Product to be returned should; be packed so as not to incur damages during transportation. TrueFlame (AMD Direct) is not responsible for damages on returned items. RMA is valid for *thirty (30) days from the date issued*. The RMA must be clearly marked on the outside of the package.

Please check with your local building code department or governing agency for proper approvals before purchasing. AMD Direct is not responsible for any violation of local codes.

Travel, diagnostic cost, service labor to repair the defect on warranty parts to and from the factory will be the responsibility of the owner. We will not be responsible for labor charges and/or damage incurred in installation, repair, and replacement. TrueFlame (AMD Direct) is not responsible for Issues related to gas or electrical installation.

The Limited Warranty is voided if not assembled, installed, and operated as intended. This Limited Warranty does not cover any defects due to accident, abuse, misuse, alteration, misapplication, vandalism, improper installation or improper maintenance or service, removal from the original location, or re-installation into another location, or failure to perform normal and routine maintenance.

Damage due to severe weather conditions such as hail, hurricanes, earthquakes, tornadoes, discoloration due to overheating, exposure to chemicals (including chlorine and salt), either directly or in the atmosphere, or very high humidity, is not covered by this Limited Warranty. Coastal, humid and/or salt environments are subject to manufacturer review. All out-of-box claims must be made within 30 days of purchase and must be made prior to installation. Any product installed damaged will be considered damaged during installation and not covered under warranty.

We are not liable for any special, indirect or consequential damages. Our maximum liability is limited to the purchase price of the purchased units. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

We do not authorize any person or company to assume for it any other obligation or liability in connection with the sale, installation, use, removal, return, or replacement of its equipment, and or such representation are binding.