

FULL LIFETIME WARRANTY FOR CROSSFIRE® BURNERS

Warming Trends warrants that each **Warming Trends®** Crossfire® and other jetted-flame-brass-burners (each as “Burner”) is free from defects in materials and workmanship and conforms to its specifications, which are available upon request.

We offer a lifetime, full warranty for our Burners, regardless of ownership, beginning on the date of purchase (“Warranty Period”). This Full Warranty is transferable, but we reserve the right to require proof of ownership for any transferred burners including proof that the Burner was not acquired through improper means or unauthorized re-sellers. During the Warranty Period, **Warming Trends** provides repair and exchange services for the Burners, without charge. If a Burner does not function as warranted during the Warranty Period and, after a reasonable number of attempts, **Warming Trends** is unable to either 1) make it do so or 2) replace it with one that is at least functionally equivalent, you may return it to Warming Trends and your money will be refunded.

The warranty stated above will not apply to the extent that there has been misuse or use contrary to specifications or the appropriate user or operating manual, installation defect, accident, modification, unsuitable physical or operating environment, operation in other than the specified operating environment (e.g., outdoor burners should only be used outdoors) improper maintenance by you, or failure caused by a product for which **Warming Trends** is not responsible. With respect to Burners, the warranty is voided by removal or alteration of any identification labels or marks on any Burner or part.

ITEMS NOT COVERED BY WARRANTY

OTHER THAN AS EXPRESSLY STATED ABOVE, WARMING TRENDS DOES NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION OF ANY BURNER, OR THAT WARMING TRENDS WILL CORRECT ALL DEFECTS.

Warming Trends does not warrant any services related to our Burners, including installation, unless we provide those services to you. You may have warranty rights from the service provider, but we make no representations or warranties express or implied regarding any third-party service provider and our warranties do not apply to failures caused by their work.

This warranty also does not apply to any fire logs (including the FireStorm® Steel Log) or any of the electronics used in connection with our Burners, which may be covered by separate warranties with different terms.

FULL & LIMITED IGNITION SYSTEMS WARRANTIES

Push Button Ignition Systems: There is no warranty offered on any push button ignition system.

Electronic and Manual Ignition Systems:

Residential Installations

24VIK and 3VIK systems are fully warranted for one (1) year from the date of purchase and, thereafter, a limited warranty for two (2) years from date of purchase. In the event a system must be replaced due to a defect/malfunction of the system, **Warming Trends®** will repair or replace the system at no cost for the first year. In the event a system fails after the first year from date of purchase and within two years from date of purchase, **Warming Trends** will repair or replace the system for a cost of 50% of the current list price. This warranty does not cover labor costs.

P24VIK systems purchased ON OR BEFORE April 15, 2018, are fully warranted for one (1) year from the date of purchase and, thereafter, a limited warranty for two (2) years from date of purchase. In the event a system must be replaced due to a defect/malfunction of the system, **Warming Trends** will repair or replace the system at no cost for the first year. In the event a system fails after the first year and within two years of date of purchase, the cost for a replacement system is at a discount rate of 50% of the current listed price. This warranty does not cover labor costs.

P24VIK Systems purchased AFTER April 15, 2018, are fully warranted for three (3) years from date of purchase. In the event a system must be replaced due to a defect/malfunction of the system, **Warming Trends** will repair or replace the system at no cost for the first three years. This warranty does not cover labor costs.

Mercury Ignition systems are fully warranted for three (3) years from date of purchase, when installed on a **Warming Trends** plate or pan and with listed Crossfire® burners as set forth as Certified with Mercury Ignitions in the Mercury Ignition Instruction Manual or as otherwise approved by **Warming Trends**, in writing, prior to sale. In the event a system must be replaced due to a defect/malfunction of the system, **Warming Trends** will repair or replace the system at no cost for the first three years. This warranty does not cover labor costs and will be automatically voided if the ignition system is installed or used with a non-specified burner, accessories or recommended plate or pan, and cover.

Commercial Installations

24VIK and 3VIK systems are fully warranted for one (1) year from date of purchase. In the event a system must be replaced due to a defect/malfunction of the system, **Warming Trends** will repair or replace the system at no cost. This warranty does not cover labor costs.

P24VIK Systems are fully warranted for one (1) year from date of purchase. In the event a system must be replaced due to a defect/malfunction of the system, **Warming Trends** will repair or replace the system at no cost for 12 months from the date of purchase. This warranty does not cover labor costs.

Mercury Ignition systems are fully warranted for one (1) year from date of purchase, when installed on a **Warming Trends** plate or pan and with listed Crossfire® burners as set forth as Certified with Mercury Ignitions in the Mercury Ignition Manual or as otherwise approved by **Warming Trends**, in writing, prior to sale. In the event a system must be replaced due to a defect/malfunction of the system, **Warming Trends** will repair or replace the system at no cost for the first year. This warranty does not cover labor costs and will be automatically voided if the ignition system is installed or used with a non-specified burner, accessories or recommended plate or pan, and cover.

Warming Trends does not warrant any services related to our Electronic and Manual Ignition Systems, including installation, unless we provided those services to you. You may have warranty rights from the service provider, but we make no representations or warranties express or implied regarding any third-party service provider and our warranties do not apply to failures caused by their work.

No dealer, distributor, or other person has the authority to represent or warrant a **Warming Trends** product beyond the terms contained within this warranty, and **Warming Trends** assumes no liability for such warranty representations. Any questions concerning this warranty should be directed to the Warming Trends corporate office or via email to legal@warming-trends.com.

ALL BURNERS AND ELECTRONICS MUST BE COVERED WHEN NOT IN USE OR WARRANTY IS NULL AND VOID

While some of our warranties are passed-through or provided in cooperation with affiliates and/or third parties, **Warming Trends** will honor the warranties for all products purchased from us, regardless of the manufacturer but we may coordinate internally with the necessary third parties in order to do so.

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. You may find this information from the Federal Trade Commission helpful in understanding your rights, but we recommend you speak to your attorney regarding your specific situation and the laws in your state or jurisdiction.
<https://www.consumer.ftc.gov/articles/0252-warranties>