

LAVA HEAT ITALIA® LIMITED CONSUMER WARRANTY INFORMATION  
PROPER PRODUCT CARE IS ESSENTIAL FOR PRESERVING YOUR RIGHTS  
UNDER THIS WARRANTY. FAILURE OR NEGLECT TO PERFORM REQUIRED  
PRODUCT CARE WILL VOID THIS WARRANTY.

ALL WARRANTIES MUST SUBMIT PHOTOS AND PROOF OF ORIGINAL  
PURCHASE.

***Lava Heat Italia® Consumer 5/3/1-year Warranty - SHIPPING CHARGES  
ARE NON-REFUNDABLE (no exceptions)***

Usage in a residential setting: The Lava Heat Italia® warranty covers outdoor patio heaters frames and fire pit frames for five years. If your Lava Heat Italia® frame fails structurally during normal usage within five years, Lava Heat Italia® will repair or replace the outdoor heater frame at manufacturer's discretion (with same or similar product if discontinued) at no charge (shipping cost excluded). If the finish peels, cracks or blisters within five years, Lava Heat Italia® will repair, refinish or replace the frame at manufacturer's discretion (with same or similar product if discontinued) at no charge (shipping cost excluded). From time to time there may be minor variations in color and texture of finishes. **This warranty specifically does not cover such minor variations in color and texture of finishes. In addition, the Five, Three and One year warranties below apply.**

***Smooth Finish Surface Warranty***

Lava Heat Italia® offers finishes that are classified as "Smooth Finishes." Such Smooth Finishes are non-textured and have a higher gloss level than other finishes in Lava Heat Italia®'s offering. They are suitable for normal, outdoor use. However, Smooth Finishes may highlight normally-occurring characteristics of the surface of unfinished frames and components that would not be noticeable when using textured finishes. This is particularly the case regarding cast aluminum frames and components. Cast aluminum frames and components may exhibit surface imperfections that are a natural result of the casting and/or finishing processes. **LAVA HEAT ITALIA®'S warranty specifically does not cover surface imperfections of aluminum frames and components that may be highlighted by smooth finishes.**

***Smooth Finishes currently offered:***

- MBL – MATTE BLACK
- SBL - SATIN BLACK
- Other Smooth Finishes may be added periodically

**Lava Heat Italia® Consumer and Commercial Warranty**

### ***For 5 Years***

The Lava Heat Italia® warranty covers against breakage of frame only for five years from the date of purchase( proof of picture required). This applies only to breakage of heater frame, it does not include color changes, rust or parts and does not cover grills. The Lava Heat Italia® will supply a replacement of the frame only at no charge (**shipping cost applies**).All warranties claims are at the discretion of submitted pictures of said damage and original proof of purchase and upon final approval.We do not offer replacements of the unit, but will work to replace the parts that are defective under this warranty.

### ***For 3 Years***

***All warranties are at the discretion of submitted pictures of said damage and proof of purchase.***

The warranty covers against discoloration for three years from the date of purchase. In the unlikely event that a Lava Heat Italia® becomes grossly discolored, The Lava Heat Italia® will supply a replacement strap at no charge(**shipping cost excluded**). Replacement due to discoloration is at supplier's discretion. Marine grade polymer frames are warranted for three years against fading and manufacturing defects.

Lava Heat Italia® used in residential settings are warranted against manufacturer's defect for three years. If the Lava Heat Italia® or solid surface top fails structurally during normal usage or if the finish peels, cracks or blisters within three years from date of purchase, Lava Heat Italia® will repair, refinish or replace the top. Woven products are warranted against manufacturer's defect for three years.

The Lava Heat Italia® frames are warranted against splitting, rusting or other manufacturer's defects for three years.

The Lava Heat Italia® is warranted for a period of three years from the date of delivery to the end user against structural failure due to defects in the materials or workmanship. Lava Heat Italia® are designed for normal, outdoor use in a residential setting. However, all require periodic maintenance to preserve their natural beauty. This maintenance will help protect the surface from deterioration, staining, and in some cases cracking which can occur if left unsealed.

THIS WARRANTY SPECIFICALLY DOES NOT COVER STAINS, FADING OR DISCOLORATION IN ORIGINAL COLOR, TEXTURE, OR GLOSS, OR DAMAGE DUE TO NEGLIGENCE, IMPROPER MAINTENANCE (SEE CARE AND MAINTENANCE GUIDE), ACTS OF GOD, OR ALTERATIONS OR MODIFICATIONS OF ANY KIND,

MADE BY ANY PERSON OR PERSONS, AFTER THE PRODUCT HAS LEFT LAVA HEAT ITALIA®. THIS WARRANTY SPECIFICALLY DOES NOT COVER SCRATCHING, CHIPPING AND PITTING THAT NORMALLY OCCURS IN NATURAL SURFACES. THIS IS NOT COVERED BY THE WARRANTY.

### ***For 1 Year***

### ***All warranties are at the discretion of submitted pictures of said damage and proof of purchase.***

The warranty covers protective covers for one year against tearing, discoloration or fading.

The warranty covers Lava Heat Italia® hardware for one year against manufacturer's defects. Hardware includes: burner, burner cover, grill, gas valve, switches, hoses, lines & wires, battery compartment, regulator, valves, spark igniter, fittings, fire media, or glass cylinder.

### Seaside, Cruise Ship and Indoor Pool Use

Due to the concentrations of salt air & salt water spray associated with seaside and cruise ship use and concentrations of humidity & chemicals with indoor pool use, Lava Heat Italia® recommends weekly or biweekly periodic cleaning of surface buildup to reduce the likelihood of blistering of paint and oxidation of frames. Lava Heat Italia® also recommends quarterly waxing of your Lava Heat Italia® frames to assist in your product's maximum longevity. Failure or neglect to perform required care may likely result in surface buildup of a white chalky substance which may cause the paint to blister and frame to oxidize. Such failure or neglect will void the Warranty.

### ***What is NOT covered***

- Failure caused by unreasonable, unanticipated or abusive use
- Failure caused by a lack of reasonable and necessary care and maintenance
- Flattening or compression of cushions and pads
- Steel Swivel Mechanisms (Commercial)
- Bursting or cracking of tubing due to exposure to water and freezing temperatures
- Return freight after first year
- Minor variations in color and texture of finishes
- Finish failure from indoor pool or seaside use caused by neglecting to provide reasonable and necessary care
- Damage caused by acts of nature
- Wind damage

THE REMEDIES PROVIDED HEREIN ARE EXCLUSIVE TO THE EXTENT ALLOWED BY LAW AND ARE IN LIEU OF ALL OTHER REMEDIES, WARRANTIES, OR

REPRESENTATIONS, EXPRESS OR IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALL OTHER OBLIGATIONS, AND LIABILITIES, WHETHER IN CONTRACT OR IN TORT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED HEREIN. IN NO EVENT SHALL Lava Heat Italia® BE LIABLE FOR SPECIAL, CONSEQUENTIAL, OR OTHER DAMAGES, INCLUDING INJURY OR DAMAGES RESULTING FROM IMPROPER USE OR MAINTENANCE OF THE PRODUCT.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state. Some states do not allow the exclusions and limitations of incidental or consequential damages or limitations on implied warranties, so the described limitations may not apply to you.

PROPER PRODUCT CARE IS ESSENTIAL FOR PRESERVING YOUR RIGHTS UNDER THIS WARRANTY. FAILURE OR NEGLIGENCE TO PERFORM REQUIRED PRODUCT CARE WILL VOID THIS WARRANTY. PLEASE REFER TO THE PRODUCT CARE SECTION OF [www.lavaheat.com](http://www.lavaheat.com) WEBSITE FOR REQUIRED PRODUCT CARE.

#### Limited Commercial Warranty

Click on the link below to view PDF file:

· [Lava Heat Italia Limited Commercial Warranty Information](#)

To read the PDF instructions, you will need the Adobe Acrobat Reader plug-in. Plug-in can be downloaded at: [get.adobe.com/reader/](http://get.adobe.com/reader/).

Lava Heat Italia® LIMITED COMMERCIAL WARRANTY INFORMATION  
PROPER PRODUCT CARE IS ESSENTIAL FOR PRESERVING YOUR RIGHTS UNDER THIS WARRANTY. FAILURE OR NEGLIGENCE TO PERFORM REQUIRED PRODUCT CARE WILL VOID THIS WARRANTY. PLEASE REFER TO THE PRODUCT CARE SECTION OF [www.lavaheat.com](http://www.lavaheat.com) WEBSITE FOR REQUIRED PRODUCT CARE.

Warranty is valid from the date of purchase to the original purchaser only. Proof of purchase (original sales receipt including purchase date) is required. Photos or inspection may be required.

#### The Lava Heat Italia® Commercial 5-3-1-year Warranty

Usage in a commercial setting: The Lava Heat Italia® warranty covers aluminum outdoor patio furniture frames and fire pit frames for five years. Commercial use is defined as use in any public area including both the common area and individual units of properties such as hotels and apartment complexes. If your Lava Heat Italia® frame fails structurally during normal usage within five years, Lava Heat Italia® will repair or replace the frame (with same or similar product if discontinued) at no charge (shipping

cost excluded). If the finish peels, cracks or blisters within five years, Lava Heat Italia® will repair, refinish or replace the frame (with same or similar product if discontinued) at no charge. From time to time there may be minor variations in color and texture of finishes. THIS WARRANTY SPECIFICALLY DOES NOT COVER SUCH MINOR VARIATIONS IN COLOR AND TEXTURE OF FINISHES.

In addition, the Five, Three and One year warranties below apply.

#### Smooth Finish Surface Warranty

Lava Heat Italia® offers finishes that are classified as “Smooth Finishes.” Such Smooth Finishes are non-textured and have a higher gloss level than other finishes in Lava Heat Italia®’s offering. They are suitable for normal, outdoor use. However, Smooth Finishes may highlight normally-occurring characteristics of the surface of unfinished aluminum frames and components that would not be noticeable when using textured finishes. This is particularly the case regarding cast aluminum frames and components. Cast aluminum frames and components may exhibit surface imperfections that are a natural result of the casting and/or finishing processes.

Lava Heat Italia®’s WARRANTY SPECIFICALLY DOES NOT COVER SURFACE IMPERFECTIONS OF ALUMINUM FRAMES AND COMPONENTS THAT MAY BE HIGHLIGHTED BY SMOOTH FINISHES.

Smooth Finishes currently offered:

- MBL – MATTE BLACK
- GMT - GUNMETAL

Other Smooth Finishes may be added periodically.

Lava Heat Italia® Consumer and Commercial Warranty

### ***For 5 Years***

***All warranties are at the discretion of submitted pictures of said damage and proof of purchase.***

The Lava Heat Italia® warranty covers against breakage of frame only for five years from the date of purchase( proof of picture required). This applies only to breakage of frame of the heater, it does not include color changes, rust or parts and does not cover grills. The Lava Heat Italia® will supply a replacement of the frame at no charge (**shipping cost applies**).All warranties are at the discretion of submitted pictures of said damage and proof of purchase.We do not replace the full unit, but will work to replace the parts that are defective.

### ***For 3 Years***

***All warranties are at the discretion of submitted pictures of said damage and proof of purchase.***

The warranty covers parts against discoloration for three years from the date of purchase. In the unlikely event that a Lava Heat Italia® becomes grossly discolored, The Lava Heat Italia® will supply a replacement part at no charge. Marine grade polymer frames are warranted for three years against fading and manufacturing defects. Woven products are warranted against manufacturer's defect for three years. The Lava Heat Italia® frames are warranted against splitting, rusting or other manufacturer's defects for three years.

Lava Heat Italia® are warranted for a period of three years from the date of delivery to the end user against structural failure due to defects in the materials or workmanship. This variation is normal and not warrantable. Lava Heat Italia® are designed for normal, outdoor use in a residential setting. However, require periodic maintenance to preserve their natural beauty. This maintenance will help protect the surface from deterioration, staining, and in some cases cracking which can occur if left unsealed.

THIS WARRANTY SPECIFICALLY DOES NOT COVER STAINS, FADING OR DISCOLORATION IN ORIGINAL COLOR, TEXTURE, OR GLOSS, OR DAMAGE DUE TO NEGLIGENCE, IMPROPER MAINTENANCE (SEE CARE AND MAINTENANCE GUIDE), ACTS OF GOD, OR ALTERATIONS OR MODIFICATIONS OF ANY KIND, MADE BY ANY PERSON OR PERSONS, AFTER THE PRODUCT HAS LEFT LAVA HEAT ITALIA®. THIS WARRANTY SPECIFICALLY DOES NOT COVER SCRATCHING, CHIPPING AND PITTING THAT NORMALLY OCCURS IN NATURAL STONE SURFACES.

***For 1 Year***

***All warranties are at the discretion of submitted pictures of said damage and proof of purchase.***

The warranty covers covers for one year against tearing, discoloration or fading. The warranty covers Lava Heat Italia® hardware for one year against manufacturer's defects. Hardware includes: burner, burner cover, grill, gas valve, switches, hoses, lines & wires, battery compartment, regulator, valves, spark igniter, fittings, fire media. Lava Heat Italia® and solid surface table tops used in commercial areas are warranted against manufacturer's defects for one year.

**Seaside, Cruise Ship and Indoor Pool Use**

Due to the concentrations of salt air & salt water spray associated with seaside and cruise ship use and concentrations of humidity & chemicals with indoor pool use, The Lava Heat Italia® recommends weekly or biweekly periodic cleaning of surface buildup to reduce the likelihood of blistering of paint and oxidation of frames. Lava Heat Italia® also recommends quarterly waxing of your Lava Heat Italia® frames to assist in your product's maximum longevity. Failure or neglect to perform required care may likely

result in surface buildup of a white chalky substance which may cause the paint to blister and frame to oxidize. Such failure or neglect will void the Warranty.

What is NOT covered

- Failure caused by unreasonable, unanticipated or abusive use
- Failure caused by a lack of reasonable and necessary care and maintenance
- Normal fading of panels, grids or materials
- Glass
- Steel Swivel Mechanisms (Commercial)
- Bursting or cracking of tubing due to exposure to water and freezing temperatures
- Return freight after first year
- Minor variations in color and texture of finishes
- Finish failure from indoor pool or seaside use caused by neglecting to provide reasonable and necessary care
- Damage caused by acts of nature
- Wind damage

See what is not covered in the “For 3 Years” warranty above.

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This warranty gives you specific legal rights and you may also have other rights which vary from state to state. Some states do not allow the exclusions and limitations of incidental or consequential damages or limitations on implied warranties, so the described limitations may not apply to you.