

## WARRANTY INFORMATION

Solus warrants that each Solus Fire Pits conforms to CSA, ANSI, CE and UKCA standards for *Outdoor Decorative Gas Appliance*. All concrete products are professionally inspected and passed Solus' above industry quality standard, and each and every gas burner burned and fire tested prior to leaving the Solus facility in Vancouver.

This warranty is voided if the fire pit is not installed by a licensed technician and/or if not maintained and operated according to the installation and user's manual. This warranty is also voided if product is modified, altered and tampered with and if a third-party parts and components were used during repair and maintenance.

***Warranties are limited to the original purchaser only.***

### ***Upon Receipt of the Crate***

Solus spares no expense on packaging these fire pits. They are crated and packed to museum quality standards. However, things can happen along the way. The purchaser, upon receipt of the crate, must visually inspect the crate for damages. Report any crate damages to Solus within 24 hours. Additionally, the content of the crate must be visually inspected within 48 hours. Report to Solus immediately. Solus is not responsible to any damages not reported beyond the specified timelines

### ***Parts Only Limited Warranty***

Solus will, at its election, repair or replace the part or product where Solus inspection discloses any such defect occurring with normal usage. Solus will replace all warranted parts free of charge. Client is responsible for the cost of shipping, duties and custom charges when applicable as well as the service and labour cost, re-installation and disposal of the replaced parts and components.

**Solus does not provide onsite repair, visits or service.**

This warranty does not cover damages to parts and products caused by inappropriate or improper installation, unauthorized modifications to the burner, vessel and parts, and improper maintenance such as failure to put the all-weather cover or metal top when fire pit is not in use.

### ***Concrete Vessels Limited Warranty***

Solus concrete products weather and tarnish through exposure to natural elements over time. This naturally occurring process is called Patina.



It is a very rare occasion that a vessel will fracture. Solus will replace cracked and broken concrete vessels resulting from structural defects. Client is responsible for any costs associated with crating, shipping, handling, re-installation labour or disposal of replaced products or components.

Non-structural hairline and spider web-like cracks, surface air voids, chips, scratches and abrasions or minor dimples will not affect the quality and performance of the fire pit therefore shall not be covered by this Warranty. Damages due to excessive loads, for example: Solus fire tables and bowls are not designed for seating purposes and are also not covered by this Warranty.

Any slight variation from the samples received, surface discoloration, texture changes and stains due to exposure to elements like salts, acids, birds droppings, insects, spilled drinks, greasy food and other harmful liquids also is not covered by this Warranty.

**General Exclusions**

This Warranty also excludes damages to the fire pit occurring due to accident, fire exposure, damages caused by wind and flooding, vandalism, ground movement, neglect, misuse and abuse.

**Warranty Summary**

Type	Components	No cover or metal tabletop purchased	Solus All-Weather cover and/or metal tabletop purchased
Manual Ignition Fire Features	Brass Burner and brass fittings Concrete Vessels	5 years 1 year	25 years 5 years

