

NAPOLEON gas appliances are manufactured under the strict Standard of the world recognized ISO 9001 : 2015 Quality Management System.

NAPOLEON products are designed with superior components and materials, assembled by trained craftsmen who take great pride in their work. The burner and valve assembly are leak and test-fired at a quality test station. Once assembled, the complete appliance is thoroughly inspected by a qualified and authorized installer, service agency, or supplier before packaging to ensure that you, the customer, receives the quality product that you expect from NAPOLEON.

### **Napoleon Gas Appliance 5 Year Limited Warranty**

All stainless steel components of your new NAPOLEON gas appliance are warranted against defects for five years.

Electrical (110V) components and wearable parts are covered and NAPOLEON will provide replacement parts free of charge during the first year of the limited warranty. This covers: gas valves, logs, and gasketing.\*

Labour related to warranty repair is covered free of charge during the first year. Repair work, however, requires the prior approval of an authorized company official. Labour costs to the account of NAPOLEON are based on a predetermined rate schedule and any repair work must be done through an authorized NAPOLEON dealer.

\* Construction of models vary. Warranty applies only to components included with your specific appliance.

### **Conditions and Limitations**

NAPOLEON warrants its products against manufacturing defects to the original purchaser only. Registering your warranty is not necessary. Simply provide a proof of purchase along with the model number and serial number of the appliance to make a warranty claim. Provided that the purchase was made through an authorized NAPOLEON dealer your appliance is subject to the following conditions and limitations:

Warranty coverage begins on the date of original installation.

This limited warranty applies only while the appliance remains at the site of original installation, and only if the unit is installed in Canada or the United States.

This factory warranty is non-transferable and may not be extended whatsoever by any of our representatives.

Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes.

This limited warranty does not cover damages caused by misuse, lack of maintenance, accident, alterations, abuse, or neglect and parts installed from other manufacturers will nullify this warranty.

This limited warranty further does not cover any scratches, dents, corrosion, or discolouring caused by excessive heat, abrasive and chemical cleaners, mechanical breakage of logs and embers.

In the first year only, this warranty extends to the repair or replacement of warranted parts which are defective in material or workmanship provided that the product has been operated in accordance with the operation instructions and under normal conditions.

After the first year, with respect to this Limited Warranty, NAPOLEON may, at its discretion, fully discharge all obligations with respect to this warranty by refunding to the original warranted purchaser the wholesale price of any warranted but defective part(s).

After the first year, NAPOLEON will not be responsible for installation, labour, or any other costs or expenses related to the reinstallation of a warranted part, and such expenses are not covered by this warranty.

Notwithstanding any provisions contained in this Limited Warranty, NAPOLEON'S responsibility under this warranty is defined as above and it shall not in any event extend to any incidental, consequential, or indirect damages.

This warranty defines the obligations and liability of NAPOLEON with respect to the NAPOLEON gas appliance and any other warranties expressed or implied with respect to this product; its components or accessories are excluded.

This limited warranty does not cover damages resulting from the use of components not supplied with the appliance or the use of fuel other than those specified.

Any damages to appliance due to weather, long periods of dampness, condensation, damaging chemicals, or cleaners will not be the responsibility of NAPOLEON.

NAPOLEON reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim.

The manufacturer may require that defective parts or products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect.

Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender.

Shipping costs are not covered under this warranty.

Additional service fees may apply if you are seeking warranty service from a dealer.

Travel, diagnostic tests, shipping, and other related charges are not covered by this warranty.

All specifications and designed are subject to change without prior notice due to on-going product improvements. Napoleon is a registered trademark of Wolf Steel Ltd.