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Warranty Terms for Empire Comfort Systems Inc.

Burners and Logs Warranty Overview (for brochure)

AH & WMH Vent-Free Burner and Log Set Warranty Overview

Limited Five-Year Parts & Labor Warranty – All Components (Except below)

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Replacement Parts

See owner's manual for complete warranty information

Kennesaw Vent-Free Logs and Burner Warranty Overview

Limited 1-Year Replacement Warranty

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Replacement Parts

See owner's manual for complete warranty information

Vented Sand Pan Burners and Log Sets

Limited Lifetime – Refractory Logs

Limited Five-Year Parts & Labor Warranty – All Components (Except Below)

Limited Two-Year Parts Warranty – Valves

Limited One-Year Parts Warranty – Remote Controls, Accessories, and Replacement Parts

See owner's manual for complete warranty information

Warranty Terms for Empire Comfort Systems Inc.

Burners and Logs Warranty Detail

Vent-Free Burners and Log Sets (Slope Glaze, Harmony, and Contour)

Models: VFNR(24,30), VFNI(24,30), VFXI(24,30), VFXV(24,30), VFD(M,R,T)(18,24,30)LB, VFDR18LB10, VFD(M,R,T)(18,24,30)LBW, VFDR18LB10W, VFSE(18,24,30), VFS(M,R,V)(16,18,24,30), VFSUR(18,24,30), VFRL1810, VF(R,I)(18,24,30)
(Includes Slope Glaze, Harmony, and Contour Burners. Excludes Kennesaw products, see separate warranty terms)

Empire Comfort Systems Inc. warrants this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Five-Year Parts & Labor Warranty – All Components (Except Remote Controls, Thermostats, Accessories and Replacement Parts)

Should any part fail because of defective workmanship or material within five years from the date of purchase, Empire will repair or replace at Empire's option.

Within five years from the date of purchase, Empire will pay reasonable labor to have that defect repaired at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Replacement Parts

Should any remote control, thermostat, accessory, or replacement part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

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.

Warranty Terms for Empire Comfort Systems Inc.

Vented Slope Glaze Burners and Log Sets

Models: VS(M,R)(18,24,30)

Empire Comfort Systems Inc. warrants this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Three-Year Parts Warranty – All Components (Except Remote Controls, Accessories and Replacement Parts)

Should any part fail because of defective workmanship or material within three years from the date of purchase, Empire will repair or replace at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Accessories, and Replacement Parts

Should any remote control, accessory, or replacement part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

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Warranty Terms for Empire Comfort Systems Inc.

Vented Sand Pan Burners and Log Sets (Match-Light, Radco, and UL certified Systems)

Burners: AV(21/24/30/36/42)MTEKN, BX(18/24/30/36)MTN, BMHK(18/24/30/36)N

Log Sets: LA21/24/30/36/42, LAV24/30/36/42SSK, LGLO(18/24/30), LGLO(18/24/30)ST, LTH7(18/24/30), LTH7(18/24/30)ST, LTH11(18/24/30), LTH11(18/24/30)ST

Empire Comfort Systems Inc. warrants this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Lifetime – Refractory Logs

Should any part fail because of defective workmanship or material during the normal life of this product, Empire will repair or replace at Empire's option.

Limited Five-Year Parts Warranty – Burners, Grates, and Ceramic Fiber Logs

Should any part fail because of defective workmanship or material within five years from the date of purchase, Empire will repair or replace at Empire's option.

Limited Two-Year Parts Warranty – Valves

Should the valve fail because of defective workmanship or material within two years from the date of purchase, Empire will repair or replace at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Accessories, and Replacement Parts

Should any remote control, accessory, or replacement part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

Your Rights Under State Law

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Warranty Terms for Empire Comfort Systems Inc.

Kennesaw Vent-Free Burners and Log Sets

Models: HLS18R1, HLS24R1, HVFM18N, HVFM18P, HVFM24N, HVFM24P, HVFR18N, HVFR18P, HVFR24N, HVFR24P (HearthRite)

Empire Comfort Systems Inc. warrants this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited 1-Year Replacement Warranty – All Parts

Should any unit or part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Replacement Parts

Should any remote control, thermostat, accessory, or replacement part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate replacement. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

Your Rights Under State Law

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Warranty Terms for Empire Comfort Systems Inc.

Vent-Free Fireplace Warranty Overview (for brochure)

Vent-Free Fireplaces, Inserts, Cast Iron Stoves, and Fireboxes

Limited Lifetime Parts Warranty with a Five-Year Limited Labor Warranty – Combustion Chamber and Heat Exchanger

Limited Five-Year Parts & Labor Warranty – All Other Components (Except Remote Controls, Thermostats, Lights, Accessories and Replacement Parts)

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Lights, Accessories, and Replacement Parts

Vent-Free Linear Fireplaces

Limited Lifetime Parts Warranty with a Five-Year Limited Labor Warranty – Combustion Chamber and Heat Exchanger

Limited Five-Year Parts & Labor Warranty – All Other Components (Except Remote Controls, Thermostats, Lights, Accessories, and Replacement Parts)

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Lights, Accessories, and Replacement Parts

Warranty Terms for Empire Comfort Systems Inc.

Vent-Free Fireplace Warranty Detail

Vent-Free Fireplaces, Inserts, Cast Iron Stoves, and Fireboxes

Models: VFL20IN3210, VFL(20,28)IN(32,72), VFD(32,36,42)FB0(F,L), VFD(32,36,42)FB2(MF,ML), VFP(32,36,42)FB0(F,L), VFS(32,36,42)FB0F, VFP36(PB,SB)2E(F,L), VFP24FP30L10, VFP24FP(20,30)L, VFD26FM(20,30)(C,N,W), VFD26FP30L10, VFD26FP(20,30)L, VFP(32,36)BP(20,21,30,31), VFP36(PP,SP)32E, VFL20IN3210, VFL20IN32, VFP(20,28)IN(23,33), VFP30CA(F,W,B,M,S)

Empire Comfort Systems Inc. warrants this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Lifetime Parts Warranty with a Five-Year Limited Labor Warranty – Combustion Chamber and Heat Exchanger

If the combustion chamber or heat exchanger (see parts list) fails because of defective workmanship or material, Empire will repair or replace at Empire's option.

Within five years from the date of purchase, Empire will pay reasonable labor to have the defective part repaired or replaced at Empire's option.

Limited Five-Year Parts & Labor Warranty – All Other Components (Except Remote Controls, Thermostats, Lights, Accessories and Replacement Parts)

Should any part fail because of defective workmanship or material within five years from the date of purchase, Empire will repair or replace at Empire's option.

Within five years from the date of purchase, Empire will pay reasonable labor to have that defect repaired at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Lights, Accessories, and Replacement Parts

Should any remote control, thermostat, lighting system, accessory, or replacement part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

Warranty Terms for Empire Comfort Systems Inc.

Your Rights Under State Law

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Vent-Free Linear Fireplaces – Boulevard

Models: VFLT38FP(all), VFLL(38,48,60,72)FP(all)

Empire Comfort Systems Inc. warrants this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. Empire will not warranty any Boulevard fireplace that is not installed by the selling dealer or that dealer's direct contract agents.

This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Lifetime Parts Warranty with a Five-Year Limited Labor Warranty – Combustion Chamber and Heat Exchanger

If the combustion chamber or heat exchanger (see parts list) fails because of defective workmanship or material, Empire will repair or replace at Empire's option.

Within five years from the date of purchase, Empire will pay reasonable labor to have the defective part repaired or replaced at Empire's option.

Limited Five-Year Parts & Labor Warranty – All Other Components (Except Remote Controls, Thermostats, Lights, Accessories and Replacement Parts)

Should any part fail because of defective workmanship or material within five years from the date of purchase, Empire will repair or replace at Empire's option.

Within five years from the date of purchase, Empire will pay reasonable labor to have that defect repaired at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Lights, Accessories, and Replacement Parts

Should any remote control, thermostat, lighting system, accessory, or replacement part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

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.

Warranty Terms for Empire Comfort Systems Inc.

Vented Fireplace Warranty Overview (for brochure) – DV, Mantis, and B-Vent

Direct-Vent Fireplaces, Inserts and Cast Iron Stoves

Limited Lifetime Parts Warranty – Factory-Installed Glass

Limited Ten-Year Parts Warranty – Combustion Chamber and Heat Exchanger

Limited Three-Year Parts Warranty – All Other Components (Except Remote Controls, Thermostats)

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Lights, Accessories, and Replacement Parts

See owner's manual for complete warranty information

Specialty DV Fireplaces – Chateau, Boulevard, True Flame, and Portrait Style

Limited Lifetime Parts Warranty – Combustion Chamber, Heat Exchanger, and Factory-Installed Glass

Limited Three-Year Parts Warranty – All Other Components (Except Below)

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Lights, Accessories, and Replacement Parts

See owner's manual for complete warranty information

Mantis

Limited Lifetime Parts Warranty – Factory-Installed Glass

Limited Ten-Year Parts Warranty – Combustion Chamber and Heat Exchanger

Limited Five-Year Parts Warranty – All Other Components (Except Remote Controls, Thermostats)

Limited Two-Year Labor Warranty – All Components (Except Remote Controls, Thermostats)

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Parts

See owner's manual for complete warranty information

B-Vent Fireplaces

Limited Lifetime Parts Warranty – Combustion Chamber

Limited Three-Year Parts Warranty – All Other Components (Except Below)

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Replacement Parts

See owner's manual for complete warranty information

Warranty Terms for Empire Comfort Systems Inc.

Vented Fireplace Warranty Detail – DV, Mantis, and B-Vent

Direct-Vent Fireplaces, Inserts and Cast Iron Stoves

Models: DVCT(36,40)CFP95, DVL(25,33)FP(32,72), DVLCX36FP72), DVLCX36SP93, DVD(32, 36, 42, 48)FP(30,31,34,50,51), DVP(36,42,48)FP(30,31,50,51,70,71,91), DVX(36, 42)FP(33,53,73,93), DVP36(PP, SP)32, DVCP36(PP, SP)(32,72), DVTT(36, 42)FP71, DVCD(32,36,42)FP(30,50), DVP(36,42)DP(31,51,71,91), DVX(36,42)DP(31,51,71,91),DVL(25, 33)IN(33,73), DV(25,33,35)IN33L, DVP30CA(F,W,B,M,S)

Empire Comfort Systems Inc. warranties this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Lifetime Parts Warranty – Combustion Chamber, Heat Exchanger, and Factory-Installed Glass

If the combustion chamber, heat exchanger (see parts list) or factory-installed glass fails because of defective workmanship or material, Empire will repair or replace at Empire's option.

Limited Three-Year Parts Warranty – All Other Components (Except Remote Controls, Thermostats, Lights, Accessories and Replacement Parts)

Should any part fail because of defective workmanship or material within three years from the date of purchase, Empire will repair or replace at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Lights, Accessories, and Replacement Parts

Should any remote control, thermostat, lighting system, accessory, or replacement part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

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.

Warranty Terms for Empire Comfort Systems Inc.

Specialty Direct-Vent Fireplaces – Chateau, Boulevard, Portrait Style

Models: DVLT(36,42)FP(all), DVTT(36,42)FP(all), DVLL41FP(all), DVTL41FP(all), DVLL27FP(all), DVTL27FP(all)

Empire Comfort Systems Inc. warrants this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. Empire will not warranty any Chateau, Boulevard, or Mantis fireplace that is not installed by the selling dealer or that dealer's direct contract agents. This warranty applies to the original purchaser only and is not transferable.

All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Lifetime Parts Warranty – Combustion Chamber, Heat Exchanger, and Factory-Installed Glass

If the combustion chamber, heat exchanger (see parts list) or factory-installed glass fails because of defective workmanship or material, Empire will repair or replace at Empire's option.

Limited Three-Year Parts Warranty – All Other Components (Except Remote Controls, Thermostats, Lights, Accessories and Replacement Parts)

Should any part fail because of defective workmanship or material within three years from the date of purchase, Empire will repair or replace at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Lights, Accessories, and Replacement Parts

Should any remote control, thermostat, lighting system, accessory, or replacement part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

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.

Warranty Terms for Empire Comfort Systems Inc.

Mantis

Models: BF28(all), BI28(all), BP28(all), FF28(all), FG28(all), FI28(all), IG28(all)

Empire Comfort Systems Inc. warrants this Mantis fireplace to be free from defects at the time of purchase and for the periods specified below. Mantis fireplaces must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Lifetime Parts Warranty – Factory-Installed Glass

If the factory-installed glass fails because of defective workmanship or material, Empire will repair or replace at Empire's option.

Limited Ten-Year Parts Warranty – Combustion Chamber and Heat Exchanger

Empire promises to the owner that if the combustion chamber (see parts list) fails because of defective workmanship or material within ten years from the date of purchase, Empire will repair or replace at Empire's option.

Limited Five-Year Parts Warranty – All Other Components (Except Remote Controls, Thermostats)

Should any part fail because of defective workmanship or material within five years from the date of purchase, Empire will repair or replace at Empire's option.

Limited Two-Year Labor Warranty – All Components (Except Remote Controls, Thermostats)

Within two years from the date of purchase, Empire will pay reasonable labor to have defects repaired at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Parts

Should any remote control, thermostat, accessory, or other part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by the selling dealer or his designated installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

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.

Warranty Terms for Empire Comfort Systems Inc.

B-Vent Fireplaces

Models: BVD(34,36)FP(30,50), BVP42FP(30,50)

Empire Comfort Systems Inc. warrants this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Lifetime Parts Warranty – Combustion Chamber

If the combustion chamber (see parts list) fails because of defective workmanship or material, Empire will repair or replace at Empire's option.

Limited Three-Year Parts Warranty – All Other Components (Except Remote Controls, Thermostats, Accessories and Replacement Parts)

Should any part fail because of defective workmanship or material within three years from the date of purchase, Empire will repair or replace at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Replacement Parts

Should any remote control, thermostat, accessory, or replacement part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

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.

Warranty Terms for Empire Comfort Systems Inc.

Warranty Terms for Empire Comfort Systems Inc.

Outdoor Fireplace and Burner Warranty Overview (for brochure)

Outdoor Fireplaces and Burners

Limited Five-Year Parts Warranty – All Components (Except Below)

Limited One-Year Parts Warranty – Remote Controls, Lights, Accessories, and Replacement Parts

See owner's manual for complete warranty information

Warranty Terms for Empire Comfort Systems Inc.

Outdoor Fireplace and Burner Warranty Detail

Outdoor Fireplaces and Burners

Models: OLI(24,30); OLR(24,30); OLX(24,30); ONI(24,30); ONR(24,30); OLP(36,42)FP; OP(32,36,42)FB; OP(36,42)FP, OLL(48, 60)(F,S)P

Empire Comfort Systems Inc. warrants this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Five-Year Parts Warranty – All Components (Except Remote Controls, Accessories and Replacement Parts)

Should any part fail because of defective workmanship or material within five years from the date of purchase, Empire will repair or replace at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Lights, Accessories, and Replacement Parts

Should any remote control, lighting system, accessory, or replacement part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

Your Rights Under State Law

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Warranty Terms for Empire Comfort Systems Inc.

Warranty Terms for Empire Comfort Systems Inc.

Vented Heater Warranty Overview (for brochure)

Empire Vented Heater

Limited Ten-Year Parts Warranty – Combustion Chamber

Limited Three-Year Parts Warranty – All Components (Except Below)

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Replacement Parts

See owner's manual for complete warranty information

Use overview for brochure

US90Plus Warranty Overview

Limited Ten-Year Parts Warranty – Combustion Chamber

Limited Five-Year Parts Warranty – All Components (Except Below)

Limited Two-Year Labor Warranty – All Components (Except Below)

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Replacement Parts

See owner's manual for complete warranty information

HouseWarmer Vented Heater Warranty Overview

Limited Ten-Year Parts Warranty – Combustion Chamber

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Replacement Parts

See owner's manual for complete warranty information

Warranty Terms for Empire Comfort Systems Inc.

Vented Heater Warranty Detail

Empire Vented Heating Appliances

Models: DV(210,215,25,35)SG, GWT(25,35,50), DVC(35,55), FAW(40,55), RH(25,35, 50,65), and Floor Furnaces (3588, 5088, 7088)

Empire Comfort Systems Inc. warrants this space heating product to be free from defects at the time of purchase and for the periods specified below. Space heating products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Ten-Year Parts Warranty – Combustion Chamber

Empire promises to the owner that if the combustion chamber (see parts list) fails because of defective workmanship or material within ten years from the date of purchase, Empire will repair or replace at Empire's option.

Limited Three-Year Parts Warranty – All Other Components (Except Remote Controls, Thermostats)

Should any part fail because of defective workmanship or material within five years from the date of purchase, Empire will repair or replace at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Thermostats

Should any remote control or thermostat fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

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.

Updated 0318

Warranty Terms for Empire Comfort Systems Inc.

Empire High-Efficient and UltraSaver Vented Heating Appliances

Models: DV(20,40,55)E and PVS(18, 35)

Empire Comfort Systems Inc. warrants this space heating product to be free from defects at the time of purchase and for the periods specified below. Space heating products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Ten-Year Parts Warranty – Combustion Chamber

Empire promises to the owner that if the combustion chamber (see parts list) fails because of defective workmanship or material within ten years from the date of purchase, Empire will repair or replace at Empire's option.

Limited Five-Year Parts Warranty – All Other Components (Except Thermostats)

Should any part fail because of defective workmanship or material within five years from the date of purchase, Empire will repair or replace at Empire's option.

Limited Two-Year Labor Warranty – All Components (Except Remote Controls, Thermostats)

Within two years from the date of purchase, Empire will pay reasonable labor to have defects repaired at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Thermostats

Should any remote control or thermostat fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by the selling dealer or his designated installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

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.

Warranty Terms for Empire Comfort Systems Inc.

HouseWarmer Vented Heating Appliances

Models: HWDV(181,080)DV, HWDV(181,080)BDV, HW(180,130,075)DV, HW(250,350,500)GW, HW600VLX(01,02)1, HW750VLX(03,04)1, HWDV(081,150)(N,P), HWDV(081B,150B)(N,P)

Empire Comfort Systems Inc. warrants this space heating product to be free from defects at the time of purchase and for the periods specified below. Space heating products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Ten-Year Parts Warranty – Combustion Chamber

If the combustion chamber (see parts list) fails because of defective workmanship or material with ten years from the date of purchase, Empire will repair or replace at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Parts

Should any remote control, thermostat, accessory, or other part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

Service under this warranty must be obtained by contacting HouseWarmer 877-459-1583, Technical Support Group, Empire Comfort Systems, Inc. Provide the representative with the model number, serial number, type of gas, and purchase verification information.

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.

House Warmer is a registered trademark of Empire Comfort Systems, Inc.

Manufactured for: Empire Comfort Systems, Inc.

Warranty Terms for Empire Comfort Systems Inc.

Vent-Free Heater Warranty Overview (for brochure)

Empire Manufactured Vent-Free Heaters

Limited Ten-Year Parts Warranty – Combustion Chamber

Limited Five-Year Parts and Labor Warranty – All Components (Except Below)

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Replacement Parts

See owner's manual for complete warranty information

Use overview for brochure

HearthRite Vent-Free Heaters

Limited Three-Year Parts and Labor Warranty – All Components (Except Below)

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Replacement Parts

See owner's manual for complete warranty information

Warranty Terms for Empire Comfort Systems Inc.

Vent-Free Heater Warranty Detail

Empire Vent-Free Heating Appliances

Models: SR(6,10,18,30), SR(10,18,30)T, BF(10,20,30)

Empire Comfort Systems Inc. warrants this space heating product to be free from defects at the time of purchase and for the periods specified below. Space heating products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Lifetime Parts Warranty with a Five-Year Limited Labor Warranty – Combustion Chamber and Heat Exchanger

If the combustion chamber or heat exchanger (see parts list) fails because of defective workmanship or material, Empire will repair or replace at Empire's option.

Within five years from the date of purchase, Empire will pay reasonable labor to have the defective part repaired or replaced at Empire's option.

Limited Five-Year Parts & Labor Warranty – All Other Components (Except Thermostats)

Should any part fail because of defective workmanship or material within five years from the date of purchase, Empire will repair or replace at Empire's option.

Within five years from the date of purchase, Empire will pay reasonable labor to have that defect repaired at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Parts

Should any remote control, thermostat, accessory, or other part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

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.

Warranty Terms for Empire Comfort Systems Inc.

HearthRite Vent-Free Heating Appliances

Model: HR(06,10,15,25)ML, HR(06,10,18,30)MN, HR(10,15,25)TL, HR(10,18,30)TN, HB(06,10,20,30)ML, HB(06,10,20,30)MN, HB(10,20,30)TL, HB(10,20,30)TN

Limited Three-Year Parts & Labor Warranty

HearthRite warrants this product to be free from defects in materials and components and limited labor for three years from the date of first purchase, provided that the product has been properly installed, operated and maintained in accordance with all applicable instructions. To make a claim under this warranty, the Bill of Sale or cancelled check must be presented.

This warranty is extended only to the original retail purchaser. This warranty covers the cost of part(s) required to restore this heater to proper operating condition and an allowance for labor when provided by a HearthRite Authorized Service Center. Warranty part(s) MUST be obtained through authorized dealers of this product and/or HearthRite who will provide original factory replacement parts. Failure to use original factory replacement parts voids this warranty. The heater MUST be installed by a qualified installer in accordance with all local codes and instructions furnished with the unit.

This warranty does not apply to parts that are not in original condition because of normal wear and tear or parts that fail or become damaged as a result of misuse, accidents, lack of proper maintenance or defects caused by improper installation.

Some states do not allow a limitation on how long an implied warranty lasts or an exclusion or limitation of incidental or consequential damages, so the above limitation on implied warranties, or exclusion or limitation on damages may not apply to you.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

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. 11/15

Warranty Terms for Empire Comfort Systems Inc.

Warranty Terms for Empire Comfort Systems Inc.

Broilmaster Warranty Detail

Broilmaster Premium Gas Grills

Models: P3X, P3SX, P4X, H3X, H4X, R3, R3B, Q3X

Empire Comfort Systems Inc. warrants this Broilmaster premium gas grill to be free from defects at the time of purchase and for the periods specified below. Broilmaster Premium Gas Grills must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Lifetime Parts Warranty – Against Rust-Through

If the items listed below fail because of defective workmanship or material, Empire will repair or replace at Empire's option. The limited lifetime warranty provides one-time replacement of a covered component.

- Aluminum Grill Housing (except paint)
- Stainless Steel Cooking Grids and Stainless Steel Griddles
- Select Stainless Steel Components – Cart, Mounting, Bowtie Burner, Side Burner (DPSBSS), Side Burner Housing, and Warming Rack
- Stainless Steel Built-In Components – Built-In Kits for 3-Series Grill Heads, Door Kit, Tilt-Out LP Tank Door, and Vent Register Kit

Limited Ten-Year Parts Warranty – Against Rust-Through

If the items listed below fail because of defective workmanship or material, Empire will repair or replace at Empire's option.

- Stainless Steel Burners for H-Series, Q-Series, and R3B
- Stainless Steel Drip Pan for Q-Series
- Side Burner (DPASBC), Side Burner Housing (BSA)

Limited Five-Year Parts Warranty – Against Rust-Through

If the items listed below fail because of defective workmanship or material, Empire will repair or replace at Empire's option.

- Infrared Burners on R3 or R3B
- Flare Buster™ Ceramic Flavor Enhancers
- Painted Electro-Galvanized Steel Components
- Stainless Steel Smoker Shutter

Limited Two-Year Parts Warranty – Against Rust-Through

If the items listed below fail because of defective workmanship or material, Empire will repair or replace at Empire's option.

- Porcelain Coated Steel Briquette Racks
- Chrome-Plated Warming Rack
- Stainless Steel Flavor Screen
- Stainless Steel Heat Shield

Limited One-Year Parts Warranty

If the items listed below fail because of defective workmanship or material, Empire will repair or replace at Empire's option.

- Valves, knobs, ignitors, labels, hoses, fittings, grease cups, drip buckets, and all other parts and accessories – including those made from stainless steel – unless specified above
- Paint on Aluminum Grill Head

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

Warranty Terms for Empire Comfort Systems Inc.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation or storage of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

The costs of a service call to diagnose a problem and labor for replacement or repairs.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

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.

Warranty Terms for Empire Comfort Systems Inc.

Broilmaster Premium Charcoal Grills

Models: C3 (all)

Empire Comfort Systems Inc. warranties this Broilmaster Premium Grill to be free from defects at the time of purchase and for the periods specified below. Broilmaster Premium Grills must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Lifetime Parts Warranty – Against Rust-Through

If the items listed below fail because of defective workmanship or material, Empire will repair or replace at Empire's option. The limited lifetime warranty provides one-time replacement of a covered component.

- Aluminum Grill Housing (except paint)
- Stainless Steel Rod Cooking Grids and Stainless Steel Griddles
- Select Stainless Steel Components – Cart, Mounting

Limited Five-Year Parts Warranty – Against Rust-Through

If the items listed below fail because of defective workmanship or material, Empire will repair or replace at Empire's option.

- Stainless Steel Charcoal Grates

Limited One-Year Parts Warranty

If the items listed below fail because of defective workmanship or material, Empire will repair or replace at Empire's option.

- Paint on Aluminum Grill Head
- All other components not specifically mentioned above

Note: Using lighter fluid will void the warranty. Always light charcoal with a chimney, lighter cubes, or an electric starter.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation or storage of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

The costs of a service call to diagnose a problem and labor for replacement or repairs.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

Warranty Terms for Empire Comfort Systems Inc.

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.

Warranty Terms for Empire Comfort Systems Inc.

Broilmaster Stainless Steel Gas Grills

Models: BSG262N, BSG343N, BSG424N

Empire Comfort Systems Inc. warrants this Broilmaster stainless steel gas grill to be free from defects at the time of purchase and for the periods specified below. The grill must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Lifetime Parts Warranty – Against Rust-Through

If the items listed below fail because of defective workmanship or material, Empire will repair or replace at Empire's option. The limited lifetime warranty provides one-time replacement of a covered component.

- Stainless Steel Grill Housings
- Stainless Steel Cooking Grids and Stainless Steel Griddles
- Select Stainless Steel Components – Carts, Cast Stainless Steel Bowtie Burners, Stainless Steel Drip Pans, Side Burners, Side Burner Housings, and Warming Racks
- Stainless Steel Built-In Components – Built-In Sleeves, Access Door and Drawer Kits, Coolers, Sinks, and Vent Register Kits

Limited Five-Year Parts Warranty – Against Rust-Through

If the items listed below fail because of defective workmanship or material, Empire will repair or replace at Empire's option.

- Stainless Steel V-Grates, Flame Tamers, and Heat Zone Partitions
- Infrared Burners (main and rear rotisserie)

Limited One-Year Parts Warranty

If the items listed below fail because of defective workmanship or material, Empire will repair or replace at Empire's option.

- Valves, knobs, ignitors, labels, hoses, fittings, and all other parts and accessories – including those made from stainless steel – unless specified above

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period.

Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation or storage of this appliance.

Travel, diagnostic costs and freight charges on warranted parts to and from the factory.

Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

The costs of a service call to diagnose a problem and labor for replacement or repairs.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

Warranty Terms for Empire Comfort Systems Inc.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with “Consumer Relations” in the subject line.

Your Rights Under State Law

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Warranty Terms for Empire Comfort Systems Inc.

Repair Parts Department New Part Return and Warranty Part Ordering Policy

(Dealer / Distributor Account Policy)

New Repair Part Return Policy

1. For a repair part that was ordered and not used, for any reason, return the part to
Empire Repair Parts Dept.
423 Catawba St.
Belleville IL 62226.
2. The part should be returned with the original packing slip or invoice. If these are not available please include in the carton with the part an invoice number or PO number for the part to help us identify the original order and determine the correct credit.
3. Returned repair parts must be unused (in original packaging, where applicable) and must be current (not obsolete) to be considered for credit.

Warranty Repair Parts Ordering Policy

1. To order a warranty part please contact us with the following information:
Name of the company to send part to
Address of the company to send part to
Model number of the unit
Serial number of the unit
Purchase date of the unit
Repair part number
Repair part description
2. The repair part will be sent from this information
3. The warranty begins at the time of purchase
4. There is no need to return the old (warranted) part
5. Contact information:

Email: Parts.orders@empirecomfort.com

Phone: 800-851-3153

Fax: 800-443-8648

Updated 2/23/16