

Warranty

The following is a summary of our Warranty. Please see Instruction Manual or www.RasBox.com for full warranty.

VENTED GAS LOGS and VENTED ALTERNA

For Residential Single-Family Indoors (Non-Commercial, Non-Multi-Tenant or Non-Hospitality):

Rasmussen warrants against defects in manufacturing and materials:

- Logs (loss of both cementitious and ceramic bonds, evidenced by crumbling) for the **lifetime of the original purchaser in the original installation.**
- Burners and grates for **two years** against defects in materials or workmanship.
- Safety Lighting Controls for **one year** against defects in materials or workmanship.

For all Outdoors, and Indoors Commercial, Multi-Tenant and Hospitality:

- Logs (loss of both cementitious and ceramic bonds, evidenced by crumbling) for **one year.**
- Burners and grates for **one year** against defects in materials or workmanship.
- Safety Lighting Controls **one year, except no warranty for Outdoors**, as they are not intended for outdoor installations.

VENT-FREE SETS (ALL)

For Residential Single-Family Indoors (Non-Commercial, Non-Multi-Tenant or Non-Hospitality):

Rasmussen warrants against defects in manufacturing and materials:

- **Two years** for logs, burners, grates and safety lighting controls.

For all Outdoors:

- **No warranty.** Not designed nor intended for use outdoors.

For Indoor Commercial, Multi-Tenant and Hospitality:

- **Six months** for logs, burners, grates and safety lighting controls

For All Vented and Vent-free Sets:

Rasmussen agrees to repair or replace, at our election, any part or component we deem to be covered under warranty. Buyer must notify Rasmussen within thirty days of defect discovery. Unauthorized returns will be refused. Labor costs are not included in warranty. **Shipping and handling costs are the responsibility of the Buyer.**

Exclusions from warranty for both Vented and Vent-free sets:

- Maximum liability by Rasmussen is the price paid for the product.
- Misuse, neglect, accident, improper installation or use in violation of instructions are not covered by warranty.
- Repair or alterations not made or authorized by Rasmussen voids all warranties.
- Rasmussen is not responsible for components that did not originate from Rasmussen, regardless of retailer representations.
- Freight damage, cracking from thermal shock, color changes and corrosion from outdoor installations are beyond Rasmussen's control and are not covered by any warranty.

Cracks in Logs

Mere cracking is not grounds for warranty replacement of a log, as all logs will experience cracking at some time. The logs are subjected to uneven heating, which relieves itself through cracking. Such cracks are most evident in smooth faced logs like split face, manzanita and birch. We reinforce the logs with steel rods to hold together the log (which is much more rigid and effective than other means used by competitors, such as metal shards, mesh, plastic threads or none at all).