

QUALITY QUALITY QUALITY

At HPC, we build our products with great care, and we back it up with the strongest warranty in the industry. However, should the rare occurrence require repair or return of an HPC product, we have programs that make this rare but unfortunate occurrence easy and painless for dealers.

Product Returns: The first step to solving a problem is a call to our Technical Services Department. That will usually take care of the majority of issues. However, if it doesn't, then a RMA (Return Merchandise Authorization) is issued, allowing the customer to send the product back to HPC.

Product Testing: Every product that is returned to HPC is tested to see what is wrong with it. This testing determines whether the product can be repaired and sent back to the customer, or replaced.

Warranty: HPC backs up its products with a strong warranty policy, covering many of our products for up to five years. See chart below.

WARRANTY POLICY

Components	Application	
Outdoor Fire Components	Residential	Commercial
Outdoor Fireplace Burner & Pan	Limited Lifetime	Limited Lifetime
Electronic Components and Gas Valves	3 years	1 year
Pilot Assembly	2 years	1 year
Stainless Steel Components	5 year	1 year
Cold Rolled Steel Components	1 year	6 months
Flex Lines	5 years	1 year
Regulators	3 years	1 year
Outdoor Logs	5 years	5 years
Unfinished Fire Pit Enclosure	5 years	5 years
Copper Bowl Series <i>(Normal Weathering Expected)</i>	3 years	3 years
Aluminum Fire Pit Covers	3 years	3 years
Vinyl Fire Pit Covers	3 years	3 years
Evolution360™ & H2Onfire Series		
Polyethylene Basin and Liner	3 years	3 year
Water Pump	2 years	1 year
Float and Sensor	2 years	1 year
Hose and Fittings	2 years	2 years
Electronics and LEDs	2 years	1 year

Warranty

Hearth Products Controls Company warrants product against manufacturing defects that prevent safe and correct operation of the product commencing from the date of original sale / shipment from HPC. The warranty on parts and in-house labor will apply only to claims presented to us by our original customer and is in lieu of all other warranties expressed or implied. Please refer to the Warranty Chart below for warranty periods.

The defective product must be shipped back with an RMA (Return Merchandise Authorization) issued by HPC for that specific product which states the nature of the defect or warranty claim. Product to be returned should be packed carefully—HPC is not responsible for damage on returned items. The original purchase information will be required. RMA's are only valid for 30 days from the date of issue by HPC and will not be processed if received after the expiration date. The RMA number must be indicated on the outside of the return package and a copy of the RMA in the package with product.

Our warranty does not cover items that have been damaged by over heating, modification, abuse, improper storage, installation, or maintenance. This warranty excludes claims for incidental or consequential damage and indirect-collateral expenses arising from product defects or warranty recovery.

Hearth Products Controls Company is not responsible for local codes and / or if any of our products are not approved for installation. Please check with your local building department or governing agencies for proper approvals before purchasing. HPC is not responsible for the actions including negligence of the installer.