

Reference Materials

Limited One Year Warranty

EcoSmart Inc extends the following warranty for GB Series decorative outdoor gas fire products used in the United States of America or Canada. Dealers and employees of EcoSmart Inc have no authority to make any warranty or authorize any remedies in addition to or inconsistent with the terms of this warranty. This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

EcoSmart Inc warrants that this GB Series decorative gas appliance (the "product") will be free from defects in material and workmanship for a period of one year from its date of purchase. Stainless steel parts and assemblies carry a limited lifetime warranty. This warranty is subject to the conditions, exclusions and limitations described below.

This warranty applies only to the original owner of the Product and is non-transferable. EcoSmart Inc obligation under this warranty does not extend to damages resulting from (1) assembly, operation or maintenance of the Product not in accordance with the Installation/ Assembly Instructions, Operating Instructions and the Listing Agency Identification Label furnished with the Product; (2) installation or use which does not comply with local building codes and ordinances; (3) shipping, improper handling, improper operation, abuse, misuse, accident or unworkmanlike repairs; (4) use of fuels other than those specified in the Operating Instructions; (5) Installation or use of components not supplied with the Product or any other components not expressly authorized and approved in writing by EcoSmart Inc; and/or (6) modification of the Product not expressly authorized and approved in writing by EcoSmart Inc. Any of the circumstances described in the previous sentence voids this warranty. This warranty is void if the Product or any component has been removed, repaired, or replaced before EcoSmart Inc has been afforded a reasonable opportunity to inspect the Product.

This warranty is limited to the replacement or repair of defective components or workmanship and EcoSmart Inc may fully discharge its obligations under this warranty by repairing or replacing, at its discretion, the defective components. EcoSmart Inc will provide replacement parts at no charge and will pay reasonable freight costs related to replacing or repairing defective components under this warranty. The maximum amount recoverable under this warranty is limited to the purchase price of the Product and, if EcoSmart Inc is unable to provide replacement or repair in an expedient and cost-effective manner, EcoSmart Inc may discharge all obligations under this warranty by refunding the purchase price of the Product.

EXCEPT TO THE EXTENT PROVIDED BY LAW, ECOSMART INC MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY EXPRESSED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE WARRANTY SPECIFIED ABOVE. IN NO EVENT SHALL ECOSMART INC BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY DEFECTS IN THE PRODUCT. Some states do not allow limitations on how long an implied warranty lasts, or do not allow exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you.

To obtain service under this warranty, you must:

1. Send written notice of the claimed condition to:
3641 Holdrege Avenue, Suite B, Los Angeles CA 90016 USA
2. Affirm that you are the original owner of the Product.
3. Photos or video of issue will be required in order to assess the warranty claim.
4. Provide EcoSmart Inc reasonable opportunity to investigate the claim, including reasonable opportunity to inspect the Product prior to any repair or replacement work and before the Product or any component of the Product has been removed.