



Memphis Wood Fire Grills Limited Warranty

This Limited Warranty covers Memphis Grill products manufactured by Hearthland Products, LLC. Products carry a five (5) year Limited Warranty from the date of purchase by the original owner against defects in material and workmanship. Electronic and electrical components carry a two (2) year replacement warranty when subjected to normal residential use. Limited Warranty does not apply to paint, burn pot, burn grate, grill cover gaskets or damage caused by corrosion.

Conditions of Limited Warranty

During the term of the Limited Warranty, Hearthland Products LLC's (HP) obligation shall be limited of replacement of covered, failed components, F.O.B. point of shipment. HP will repair or replace parts returned to HP, freight prepaid, if the part(s) are found by HP to be defective upon examination. HP shall not be liable for transportation charges, labor costs, or export duties. Except as provided in this CONDITIONS OF LIMITED WARRANTY, repair or replacement of parts in the manner and for the period of time stipulated hereunder shall constitute the fulfillment of all direct and derivate liabilities and obligations from HP to you.

The Warranty coverage begins on the original date of purchase as stated on the sales receipt. Warranty Registration and proof of original date of purchase is required to validate the Limited Warranty.

Repair or replacement of the HP component does not extend the Limited Warranty beyond one (1) year from date of purchase.

Pouring hot liquids on or in your HP product will void this warranty. Any modifications including holes, screws, and any other sheet metal changes to the product will void this warranty.

HP takes every precaution to utilize materials that retard rust. Even with these safeguards, the material can be compromised by various substances and conditions beyond HP control. High temperatures, excessive humidity, chlorine, industrial fumes, fertilizers, lawn pesticides and salt are some of the substances that can affect metal coatings. For these reasons, the Limited Warranty **DOES NOT COVER RUST OR OXIDATION**, unless there is a loss of structural integrity on the grill component. Should any of the above occur, refer to your Owner's Manual maintenance section for finish protection. HP recommends that you purchase a HP full length protective cover for your grill when not in use.

The Limited Warranty is based on residential use. Warranty coverage does not apply to products used in commercial applications.

Exceptions to the Limited Warranty

There is no written or implied performance warranty on HP Products as the manufacturer has no control over the installation, operations, cleaning, maintenance or the type of fuel burned.

This Limited Warranty will not apply if your product has not been installed, operated, cleaned and maintained in strict accordance with the manufacturer's instructions. Burning anything other than Premium Grade BBQ wood pellets may void the Warranty. The Warranty does not cover damage or breakage due to misuse, improper handling or modifications.

NEITHER THE MANUFACTURER, NOR THE SUPPLIERS TO THE PURCHASER, ACCEPTS RESPONSIBILITY, LEGAL OR OTHERWISE, FOR THE INCIDENTAL OR CONSEQUENTIAL DAMAGE TO THE PROPERTY OR PERSONS RESULTING FROM THE USE OF THIS PRODUCT. ANY WARRANTY IMPLIED BY LAW, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANT-ABILITY OR FITNESS, SHALL BE LIMITED TO ONE (1) YEAR FROM THE DATE OF ORIGINAL PURCHASE. WHETHER A CLAIM IS MADE AGAINST THE MANUFACTURER BASED ON THE BREACH OF THIS WARRANTY OR ANY OTHER TYPE OF WARRANTY EXPRESSED OR IMPLIED BY LAW, MANUFACTURER SHALL IN NO EVENT BE LIABLE FOR ANY SPECIAL, INDIRECT, CONSEQUENTIAL OR OTHER DAMAGES OF ANY NATURE WHATSOEVER IN EXCESS OF THE ORIGINAL PURCHASE PRICE OF THIS PRODUCT. ALL WARRANTIES BY MANUFACTURER ARE SET FORTH HEREIN AND NO CLAIM SHALL BE MADE AGAINST MANUFACTURER ON ANY ORAL WARRANTY OR REPRESENTATION.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations of implied warranties, so the limitations or exclusions set forth in this Limited Warranty may not apply to you. This Limited Warranty gives you specific legal rights and you may have other rights, which vary from state to state.

The Limited Warranty for five (5) years is in lieu of all other warranties expressed or implied, at law or otherwise, and HP does not authorize any person or representative to assume for HP any obligation or liability in connection with the sale of this product. This means that no warranties, either expressed or implied are extended to persons who purchase the product from anyone other than HP or an authorized HP Dealer or Distributor.

Procedure for Warranty Service

1. Complete Warranty Registration online at www.hearthlandproducts.com.
2. Contact your nearest Hearthland Products Dealer for service and/or part replacement as stated under the conditions of the Limited Warranty.
3. Be prepared to provide the following: purchaser's name, date of purchase, copy of dated sales receipt, model and serial number of product and an accurate description of the problem.

We strongly recommend you first contact your nearest Hearthland Products Dealer for sales and service. If further assistance is needed call Hearthland Products Customer Service and Technical Support at 1-888-883-2260.