

## LIMITED WARRANTY

All Cal Flame models are manufactured with the highest quality appliances and are warranted to be free from defects in material and workmanship at time of delivery.

Direct any warranty issue with your grill via email to [customerservice@calflamebbq.com](mailto:customerservice@calflamebbq.com) or phone (800) 225-7727.

LMS warrants fireplaces and associated hardware from deterioration, corrosion, and defects in material and workmanship for a period of one year from the original date of delivery, with the exception of plastic items, which are warranted for 90 days.

### Extent of Warranty

This limited warranty is only valid on Cal Flame models delivered in the United States or Canada and extends through the selling dealer to the original purchaser at the original site of installation. This warranty becomes valid at time of delivery and ends either by specified time-frame listed above or upon owner transfer or relocation.

### Warranty Performance

In the event of a malfunction or defect covered under the terms of this warranty, contact either the selling dealer or a local contractor or service technician. Depending on your needs, this may be a contractor qualified to repair stone and tile or a service agent licensed to repair gas or electrical appliances.

In the event the consumer is unable to obtain satisfactory customer service from the selling dealer or service agent, written notification must be given to the LMS Customer Service Department within 30 days of the reported failure.

There will be no charge for parts on a covered item. Cost of labor is the responsibility of the owner. Shipping and handling charges will apply to all warranted replacement parts. The service agent may assess a reasonable travel or mileage charge per service call. If LMS determines that repair of a covered item is not feasible, LMS reserves the right to replace the defective merchandise with merchandise equal in value to the original purchase price. Warranty repair and / or replacement are the sole discretion of LMS and this warranty does not cover costs therein, including but not limited to: freight, removal, re-installation, etc.

This warranty is non-transferable and may not be extended beyond the above mentioned time frames under any circumstances, by any of LMS's representatives.

## Warranty Limitations and Exclusions

Grate and log set are not covered by this warranty.

This warranty is void if the fireplace has been subject to negligence, alteration, misuse, repairs, dings, dents, scratches, or incorrect and / or prohibited applications, as specified in the owner's manual. Gas lines must be installed by a licensed plumber only or local gas company agent. Incorrect electrical installation by unlicensed electricians, service by non-LMS authorized representatives, acts of God and other cases beyond the control of LMS are not covered by this warranty. Please refer to the owner's manual for examples of exclusions and common acts invalidating this warranty.

This limited warranty applies only to fireplaces and associated hardware used for personal, family, and outdoor household purposes. This warranty does not apply to labor charges, replacement parts and hardware. This limitation is retroactive and applies to all fireplaces and hardware manufactured from 2000 and hereafter.

Examples of common acts invalidating this warranty include but are not limited to:

- Use of fuel other than what is specified for the appliance (such as burning wood in a gas fireplace).
- Scratches caused by normal use.
- Damage caused by extreme weather conditions (hot, cold, etc.)
- Damage caused by dirt, sand, and/or water damage.
- Damage caused by continued operation of the fireplace with either known or unknown problems.
- Damage caused by direct sunlight.
- Damage caused as a result of failure to follow the operating instructions as defined in this owner's manual.

This limited warranty applies only to fireplaces normally used for personal, family, or household purposes and specifically excludes rental or commercial applications.

## Disclaimers

LMS shall not be liable for loss of use of the fireplaces, related hardware or other incidental or consequential costs, expense or damages, which may include, but are not limited to, removal of permanent deck

or other custom fixtures or the necessity for crane removal. Any implied warranty shall have duration equal of the applicable warranty stated above.

Natural stone: Rock, travertine, marble, etc. may be characterized by dry seams, pits, chips, cracks, and fossils that are often filled with grout during installation. These are normal imperfections and are not considered defects.

### **Legal Remedies**

This limited warranty gives you specific legal rights. You may have other rights, which may vary from state to state.

### **Customer Service**

For customer service, contact the authorized selling dealer immediately. If you need additional information or assistance, please contact the LMS Customer Service Department at 1462 E. Ninth St., Pomona CA 91766 or call (800) 225-7727.

See your Cal Flame dealer for a copy of the applicable warranty, details and any questions you may have regarding the warranty coverage on your product.

**CONTACT INFORMATION**

For customer service, please contact your authorized dealer immediately.  
If you need additional information and/or assistance, please contact:

**Cal Flame**

Customer Service Department  
1462 East Ninth Street  
Pomona, CA 91766  
Toll Free: 1-800-225-7727  
Fax: 1-909-629-3890

**[www.calflamebbq.com](http://www.calflamebbq.com)**

*Cal Flame*<sup>®</sup>



**WARNING!** Proposition 65 Warning: Handling the brass material on this product exposes you to lead, a chemical known to the State of California to cause cancer, birth defects or other reproductive harm. (Wash hands after handling this product.)

This product and the fuels used to operate this product (propane or natural gas), and the products of combustion of such fuels, can expose you to chemicals including Benzene, which is known to the state of California to cause cancer and birth defects or reproductive harm.

For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).