

Welcome
Home

THE OWNER'S MANUAL
for Owners of **GEMCRAFT**  **HOMES**

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heatilator

The first name in fireplaces

Limited Lifetime Warranty

Gas Appliance

Heatilator, a Division of Hearth Technologies Inc., extends the following warranty for HEATILATOR, gas appliances installed in the United States of America or Canada (the "Appliance"). Dealers and employees of Heatilator 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, which vary, from state to state regarding limitations on how long an implied warranty lasts, or do not allow exclusion or limitation of incidental consequential damages.

Limited Lifetime Warranty

Heatilator warrants the Appliance for component failure due to a manufacturing defect of any of the following: combustion chamber, burner pan, and logs. The Limited Lifetime Warranty specified above is subject to the conditions, exclusions and limitations listed below, is for the period the Appliance is owned by the original homeowner only, and is non-transferable.

1 Year Limited Coverage

Heatilator warrants the gas appliance to be free from failure of any of the following components for a period of one year after installation when installed and used in accordance with the Installation Instructions, Operating Instructions, and Listing Agent Identification Label: valve, flexible gas line connector, glass panel, fan, direct vent chimney components, factory paint, gasket, piezo ignitor, thermopile, thermocouple, junction box, pilot assembly, shutoff valve, high limit switch, refractory liners, transformer, and control box. If the Heatilator gas appliance is found to be defective in either material or workmanship within one year of the date of original installation, Heatilator will provide replacement parts at no charge and pay reasonable labor and freight costs. This 1-Year Limited Warranty is subject to the conditions, exclusions and limitations listed below.

CONDITIONS, EXCLUSIONS, & LIMITATIONS OF LIABILITY

- A. Both the Limited Lifetime and 1 Year Limited Warranties supplied by Heatilator apply only while the appliance is in its location of original installation. Heatilator's obligation under this warranty does not extend to damages resulting from (1) installation, operation or maintenance of the Appliance not in accordance with the Installation Instructions, Operating Instructions, and the Listing Agent Identification Label furnished with the Appliance; (2) installation which does not comply with local building codes; (3) shipping, improper handling, improper operation, abuse, misuse, accident or unworkmanlike repairs; (4) environmental conditions, inadequate ventilation or drafting caused by tight sealing construction of the structure, air handling devices such as exhaust fans or forced air furnaces, or other causes; (5) use of fuels other than those specified in the Operating Instructions; (6) installation or use of components not supplied with the Appliance or any other components not expressly authorized and approved by Heatilator; and/or (7) modification of the Appliance not expressly authorized and approved by Heatilator in writing. (8) This warranty is limited to only the component parts manufactured or supplied by Heatilator.
- B. This warranty is limited to the replacement or repair of defective components or workmanship and Heatilator may fully discharge all obligations under this warranty by repairing or replacing, at its discretion, the defective components. In no event shall Heatilator be liable for any incidental or consequential damages caused by defects in the appliance.
- C. EXCEPT TO THE EXTENT PROVIDED BY LAW, HEATILATOR MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE WARRANTY SPECIFIED ABOVE.

HOW TO OBTAIN SERVICE. To obtain service under this warranty you must:

1. Send written notice of the claimed condition to Heatilator, Customer Service Department, 1915 W. Saunders Street, Mt. Pleasant, Iowa 52641.
2. Provide proof of purchase, model number, serial number, and manufacturing date code to Heatilator.
3. Provide Heatilator reasonable opportunity to investigate the claim, including reasonable opportunity to inspect the Appliance prior to any repair or replacement work and before the Appliance or any component of the Appliance has been removed from the place of original installation.
4. Obtain Heatilator's consent to any warranty work before the work is done.

ADDITIONAL INFORMATION: If you would like information on current HEATILATOR products or want to locate a dealer in your area, simply call 1-319-385-9211.

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