



Warmth from the heart of J.A. ROBY INC.



## J. A. ROBY GAS FIREPLACE LIMITED LIFETIME WARRANTY

The following materials and workmanship in your new J. A. ROBY gas fireplace are warranted against defects for as long as you own the fireplace. This cover:

- Combustion chamber
- Burner
- Ceramic glass \* (Thermal breakage only)

- Electrical 110V and millivolts components and wearable parts such as blowers, gas valves, thermal switch, switches, wiring, remote control, ignitor, gasketing, SmartCase<sup>®</sup>, safety screen and thermal insulation panel are covered and J. A. ROBY will provide replacement parts free of charge during the first year of the limited warranty.\*\*

- Labour related to warranty repair is covered free of charge during the first year. However, repair work requires the prior approval of an authorized company official. Labour cost to the account of J. A. ROBY are based on a predetermined rate schedule and any repair work must be done through an authorized J. A. ROBY dealer.

\*= Digital pictures required

\*\*= Construction of models may vary. Warranty applies only to components included with your specific appliance.

## CONDITIONS & LIMITATIONS

J. A. ROBY warrants its gas fireplace against manufacturing defects to the original purchaser only. Registering your warranty is not necessary. Simply provide your proof of purchase along with the model and serial number to make a warranty claim. J. A. ROBY reserves the right to have its representative inspect any product or part thereof prior to honoring any warranty claim. Provided that the purchase was made through an authorized J. A. ROBY dealer your fireplace is subject to the following conditions and limitations:

- This factory warranty is non-transferable and may not be extended whatsoever by any of our representatives.
- This gas fireplace must be installed by a licensed, authorized service technician or contractor. Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes.
- This limited lifetime warranty does not cover damages caused by misuse, lack of maintenance, accident, alterations, abuse or neglect and parts installed from other manufacturers will nullify this warranty.
- This Limited Lifetime Warranty further does not cover any scratches, dents, corrosion or discoloring caused by excessive heat, abrasive and chemical cleaners, artificial logs and glass ember.
- J. A. ROBY warrants its burners against manufacturing defects: During the 10 first years, J. A. ROBY will replace or repair the defective parts covered by the lifetime warranty at our discretion free of charge. From 10 years to life, J. A. ROBY will provide replacement burner at 50% of the current retail price.
- During the first year only, this warranty extended to the repair or replacement of warranted parts which are defective in material or workmanship provided that the product has been operated in accordance with the operation instructions and under normal conditions.
- After the first year, with respect to this Limited Lifetime Warranty, J. A. ROBY may, at its discretion, fully discharge all obligations with respect to this warranty by refunding to the original warranted purchases the wholesale price of any warranted but defective part(s).
- J. A. ROBY will not be responsible for installation, labour or any other expenses related to the reinstallation of a warranted part and such expenses are not covered by this warranty.
- Notwithstanding any provisions contained in this Limited Lifetime Warranty, J. A. ROBY'S responsibility under this warranty is defined as above and it shall not in any event extend to any incidental, consequential or indirect damages.
- This warranty defines the obligations and liability of J. A. ROBY with respect to the J. A. ROBY gas fireplace and any other warranties expressed or implied with respect to this product, its components or accessories are excluded.
- J. A. ROBY neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this product.
- J. A. ROBY will not be responsible for : over-firing, downdrafts, spillage caused by environmental conditions such as rooftops, buildings, nearby trees, hills, mountains, inadequate vents or ventilation, excessive venting configurations, insufficient makeup air, or negative air pressures which may or may not be caused by mechanical systems such as exhaust fans, furnaces, clothes dryers, etc.
- Any damages to the fireplace, combustion chamber, heat exchanger, SmartCase<sup>®</sup> or other components due to water, weather damage, long periods of dampness, condensation, damaging chemicals or cleaners will not be the responsibility of J. A. ROBY.
- All parts replaced under the Limited Lifetime Warranty Policy are subject to a single claim
- All parts replaced under the warranty will be covered for a period of 90 days from the date of their installation.
- The manufacturer may require that defective parts or products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect.
- Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender.
- Shipping cost are not covered under this warranty
- Additional service fees may apply if you are seeking warranty service from a dealer
- Warranty labour allowance is only for the replacement of the warranted part. Travel, diagnostic tests, shipping and other related charges are not covered by this warranty.

DUE TO ON-GOING PRODUCT IMPROVEMENTS, ALL SPECIFICATIONS AND DESIGNS ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE.  
AS REQUIRED BY THE DEPARTMENT OF ENERGY IN THE UNITED STATES, 10 CFR PART 430, THE WARRANTY IS VOID IF THIS PRODUCT IS USED WITH A THERMOSTAT,  
THIS APPLIES TO PRODUCT INSTALLED IN THE UNITED STATES ONLY.

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