

WARRANTY

- **LIMITED LIFETIME WARRANTY:** Twin Eagles warrants all fabricated stainless steel components, to be free from defects in materials and workmanship under normal residential use for the lifetime of the product. This warranty excludes discoloration, surface scratches, weather and atmospheric related staining, and minor surface rust and oxidation which are normal conditions and are to be expected with any outdoor product. The actual part will be repaired or replaced, free of charge, with the owner paying for all other costs including labor, shipping and handling.
- **LIMITED FIVE YEAR WARRANTY:** Twin Eagles warrants the stainless steel cooking grates, briquette tray, charcoal tray, indirect/vaporizer plate, firepot, heat baffle, and ash drawer to be free from defects in materials and workmanship under normal residential use for a period of five years from the original date of purchase. The actual part will be repaired or replaced, free of charge, with the owner paying for all other costs including labor, shipping and handling.
- **LIMITED TWO YEAR WARRANTY:** Twin Eagles warrants all other grill components to be free from defects in materials and workmanship under normal residential use for a period of two years from the original date of purchase. The actual part will be repaired or replaced, free of charge, with the owner paying for all other costs including labor, shipping and handling.
- **ONE-YEAR FULL WARRANTY:** Twin Eagles warrants the outdoor grill and all other components to be free from defects in materials and workmanship under normal residential use for a period of one year from the original date of purchase. Twin Eagles will repair or replace parts found to be defective at no cost to the original purchaser. Warranty service must be performed by a Twin Eagles authorized representative during normal business hours.
- **NINETY (90) DAY RESIDENTIAL PLUS WARRANTY:** This warranty applies to applications where use of the product extends beyond normal residential use such as bed and breakfast inn and private clubs. The actual part will be repaired or replaced, free of charge, with the owner paying for all other costs including labor, shipping and handling. This warranty excludes all commercial locations such as restaurants and food service locations.

WARRANTY LIMITATIONS & EXCLUSIONS

This warranty shall apply only to the products purchased and located in the continental United States and Canada. Service must be provided in the country where the product is purchased. The warranty coverage begins on the original date of purchase and proof of date of purchase is required. To activate the warranty, we require that you send in the attached warranty registration card. This warranty applies only to the original purchaser and may not be transferred.

This warranty does not apply to damages resulting from negligence, alteration, misuse, abuse, accident, natural disaster, loss of electrical power to the product for any reason, improper installation or improper operation, unauthorized adjustments or calibrations, dings, dents, scratches, or damages due to harsh cleaning chemicals. This warranty does not apply to commercial use, or to products with altered or removed serial numbers. Display models are generally sold "as is" and are subject to the following warranty exclusions: missing components, scratches, dents and other exterior or cosmetic damages, electrical and ignition system. All other warranties (five year and lifetime) will remain in effect). Twin Eagles shall not be liable for incidental, consequential, special or contingent damages resulting from its breach of this written warranty or any implied warranty.

WARRANTY SERVICE & REPLACEMENT PARTS: Call your authorized selling dealer or call Twin Eagles directly at (562) 263-3600. Be prepared to furnish the following information: Purchaser's name, model and serial number of the grill, date of purchase and the accurate description of the problem. Twin Eagles will not pay for service calls for correcting an installation problem. Owner shall be responsible for proper installation, providing normal care and maintenance, providing proof of purchase upon request and making the grill accessible for service. In the event of any warranty replacement, all removal, replacement, installation and shipping costs are the responsibility of the grill owner. If the unit is located in a remote area where Twin Eagles factory authorized service is not available, you may be required to bring the unit to a Twin Eagles authorized service location at your own cost and expense.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusions of or limitations on consequential damages. This warranty gives you specific legal rights and you may have other rights, which vary from state to state.