

# WARRANTY INFORMATION

**A COPY OF THE DATED PROOF OF PURCHASE (RECEIPT) IS REQUIRED WHEN REGISTERING OR SUBMITTING A WARRANTY\* CLAIM. PLEASE RETAIN A COPY OF THE RECEIPT FOR YOUR RECORDS.**

Char-Griller® will replace any defective part of its grillers/smokers, under warranty, as outlined below.

<b>Charcoal / Pellet / Kamado Grills</b>	
Grill - Hood AND Bottom (excludes removable Ash Pan)	5 years from date of purchase for rust through / burn through
Ash Pan AND Defective Parts	1 year from date of purchase
<b>Gas Grills</b>	
Grill Hood (TOP half) AND Main Burner Tubes (excludes Side Burner)	5 years from date of purchase for rust through / burn through
Grill Body (BOTTOM half) AND Side Burner AND Defective Parts	1 year from date of purchase
<b>Dual Fuel Grills (Gas &amp; Charcoal)</b>	
Charcoal Grill - Hood AND Bottom AND Gas Grill - Hood (TOP half) AND Main Burner Tubes (excludes Ash Pan and Side Burner)	5 years from date of purchase for rust through / burn through
Ash Pan AND Defective Parts AND Gas Grill Body (BOTTOM half) AND Side Burner	1 year from date of purchase
<b>Griddles</b>	
All defective parts	1 year from date of purchase
<b>MISC</b>	
Parts, Accessories, and Grill Covers	1 year from date of purchase (seam tears only for covers)

## SURFACE RUST IS NOT CONSIDERED A MANUFACTURING OR MATERIALS DEFECT

Char-Griller® grills are made of steel and if exposed to the elements rust will occur naturally. Please refer to the “usage” section of the manual to review how to care for your grill properly.

Surface issues such as scratches, dents, corrosion or discoloring by heat, abrasive and chemical clearers, surface rust or the discoloration of steel surfaces are NOT covered under these warranties.

Warranties are for the replacement of defective parts only. Char-Griller® is not responsible for damage resulting from accident, alteration, misuse, abuse, hostile environments, improper installation, and installation not in accordance with local codes of service of unit.

**AUSTRALIA AND NEW ZEALAND RESIDENTS ONLY:** Our goods come with guarantees that cannot be excluded under the Australian or New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

**EUROPEAN RESIDENTS ONLY:** Char-Griller® warrants all of its products to be free from defects in material and workmanship under proper assembly, normal use and recommended care for 2 years from the date of original retail purchase.

### **Excluded Under ALL Warranties**

Paint; Surface Rust; Heat Damage; Incorrect Parts ordered by customer, including shipping; Worn Parts; Missing or damaged parts not reported within two (2) months of purchase date; Defective parts not reported within one (1) year of purchase date; Fading grill cover.

\*NOTE: For warranty claims, photos and prepaid return of the item in question may be required. Misuse, abuse or

commercial use nullifies all warranties.

**PLEASE READ THIS INFORMATION IN DETAIL AND IF YOU HAVE ANY QUESTIONS CONTACT CUSTOMER SERVICE AT:**

<b>North America</b> Char-Griller® Premier Specialty Brands, LLC 5367 New Peachtree Road, Suite 150, Chamblee, GA 30341  <a href="https://www.chargriller.com/pages/customer-support">https://www.chargriller.com/pages/customer-support</a>	<b>European Union</b> Char-Griller® Kamado Joe Europe Lange Voorhout 86, 2514 EJ Den Haag, Netherlands  <a href="https://www.chargriller.com/pages/customer-support">https://www.chargriller.com/pages/customer-support</a>
<b>United Kingdom</b> Char-Griller® Kamado Joe UK Limited Cheyenne House West Street, Farnham GU9 7EQ  <a href="https://www.chargriller.com/pages/customer-support">https://www.chargriller.com/pages/customer-support</a>	<b>Australia &amp; New Zealand</b>  Please contact your retailer.