

Pit Boss Best-In-Class Warranty

At Pit Boss Grills, we offer our best-in-class warranty not only because we stand behind our quality products but also want the best possible experience for our customers. All of our wood pellet grills are backed by our 5-year warranty. All of our griddles are backed by our 2-year warranty.

Our exceptional customer service and best-in-class warranties serve as support to all those who join Pit Boss Nation for a Bigger, Hotter, Heavier outdoor cooking experience.

The warranty terms listed below are for informational purposes only, as warranties vary for all charcoal grills, gas grills, and griddles. Refer to your owner's manual or reach out to our Customer Care team for warranty terms related to your product.

CONDITIONS

All wood pellet grills by Pit Boss, manufactured by Dansons Inc., carry a limited warranty from the date of sale by the original owner. The warranty coverage begins on the original date of purchase and proof of date of purchase, or copy of original bill of sale, is required to validate the warranty. Customers will be subject to parts, shipping, and handling fees if unable to provide proof of the purchase or after the warranty has expired.

Dansons carries a five (5) year warranty against defects and workmanship on all parts, and five (5) year on electrical components. Dansons warrants that all part(s) are free of defects in material and workmanship, for the length of use and ownership of the original purchaser. Warranty does not cover damage from wear and tear, such as scratches, dents, dings, chips, or minor cosmetic cracks. These aesthetic changes of the grill do not affect its performance. Repair or replacement of any part does not extend past the limited warranty beyond the five (5) year from date of purchase.

During the term of the warranty, Dansons' obligation shall be limited to furnishing a replacement for defective and/or failed components. As long as it is within the warranty period, Dansons' will not charge for repair or replacement for parts returned, freight prepaid, if the part(s) are found by Dansons' to be defective upon examination. Dansons' shall not be liable for transportation charges, labor costs, or export duties. Except as provided in these conditions of warranty, repair or replacement of parts in the manner and for the period of

time mentioned heretofore shall constitute the fulfillment of all direct and derivate liabilities and obligations from Dansons to you.

Dansons takes every precaution to utilize materials that retard rust. Even with these safeguards, the protective coatings can be compromised by various substances and conditions beyond Dansons' control. High temperatures, excessive humidity, chlorine, industrial fumes, fertilizers, lawn pesticides, and salt are some of the substances that can affect metal coatings. For these reasons, the warranty does not cover rust or oxidization, unless there is loss of structural integrity on the grill component. Should any of the above occur, kindly refer to the care and maintenance section to prolong the lifespan of your unit.

Dansons recommends the use of a grill cover when the grill is not in use.

This warranty is based on normal domestic use and service of the grill and neither limited warranty coverages apply for a grill which is used in commercial applications.

EXCEPTIONS

There is no written or implied performance warranty on Pit Boss grills, as the manufacturer has no control over the installation, operation, cleaning, maintenance, or the type of fuel burned. This warranty will not apply nor will Dansons assume responsibility if your appliance has not been installed, operated, cleaned, and maintained in strict accordance with this owner's manual. Any use of gas not outlined in this manual may void the warranty. The warranty does not cover damage or breakage due to misuse, improper handling, or modifications.

Neither Dansons, or authorized Pit Boss dealer, accepts responsibility, legal or otherwise, for the incidental or consequential damage to the property or persons resulting from the use of this product. Whether a claim is made against Dansons based on the breach of this warranty or any other type of warranty expressed or implied by law, the manufacturer shall in no event be liable for any special, indirect, consequential, or other damages of any nature whatsoever in excess of the original purchase of this product. All warranties by manufacturer are set forth herein and no claim shall be made against manufacturer on any warranty or representation.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations of implied warranties, so the limitations or exclusions set forth in this limited

warranty may not apply to you. This limited warranty gives you specific legal rights and you may have other rights, which vary from state to state.

ORDERING REPLACEMENT PARTS

Order replacement parts [here](#) or contact your local Pit Boss dealer.

WARRANTY SERVICE

Contact your nearest Pit Boss dealer for repair or replacement parts. Dansons Inc. requires proof of purchase to establish a warranty claim; therefore, retain your original sales receipt or invoice for future reference. The serial and model number of your Pit Boss can be found in two different places, one on the back of the hopper on the rating label, in the design box. Two more on the shipping box, both front panels, in an open space near the UPC. Record numbers below as the label may become worn or illegible.

- MODEL
- SERIAL NUMBER
- DATE OF PURCHASE
- AUTHORIZED DEALER