



## Warranty Policy & Procedure

FMI Products, LLC is proud of the quality of products we manufacture. Our process and intent is that our products are free from all manufacturing defects. Our various products are supported with the following warranties:

<b>Wood Burning Fireplaces &amp; Pipe</b>	<b>20 years</b>
<b>Stainless Steel Burners</b>	<b>5 years</b>
<b>Vent-Free Gas Logs &amp; Fireplaces</b> <small>(Covers Parts with Labor Allowance)</small>	<b>4 years</b>
<b>Vented Gas Logs &amp; Fireplaces</b> <small>(Covers Parts with Labor Allowance)</small>	<b>4 years</b>
<b>Electric Fireplaces</b>	<b>2 years</b>
<b>Glass Doors, Remotes, Accessories</b>	<b>1 year</b>

The warranty is in effect from the date of purchase. Should a defect in workmanship be identified, the following procedures should apply.

1. Call us at our toll free number (866) 328-4537
2. Contact Technical Service by selecting 7
3. Advise us of the serial number and date of purchase
4. Identify the issue

We reserve the right to either repair or replace our product at the sole discretion of FMI Products, LLC. In certain cases, at the determination of an authorized representative, a labor fee may be authorized. This labor fee is generally a flat rate paid to the authorized distributor. Freight is not a part of the replacement cost. All replacement parts are sent to the servicing dealer on a regularly scheduled shipment.

Should special freight be required, this would be the responsibility of the customer.