



# Commercial & Residential Warranty

## RESIDENTIAL LIMITED WARRANTY TERMS & CONDITIONS

This warranty is limited to products manufactured by Crown Verity Inc., to the original purchaser, commencing on the date of purchase and is valid only with a proof of purchase. This warranty page and its coverage only applies to Infinite Series™, Estate Series™ and PRO Series™ grills. The warranty covers defects in material and workmanship under normal use, providing that:

1. The equipment is properly installed per Crown Verity's Operator's Manual and by a qualified professional installer, including all start-up checks.
2. The equipment has not been accidentally or intentionally damaged, altered, or misused.
3. The serial number rating plate affixed to the equipment has not been intentionally defaced or removed.
4. The equipment is used in a residential application as defined by ANSI Z21.58-2018, CSA 1.6-2018.

To activate the Crown Verity warranty please visit our warranty registration page <https://crownveritycanada.ca/support#faq> This warranty is limited to the original purchaser and cannot be transferred.

## WARRANTY COVERAGE

### LIMITED WARRANTY

Crown Verity will warrant replacement parts for Canada and the Continental United States for the following period:

#### Limited Lifetime Warranty

The stainless-steel grill body, stainless steel gas burners and cooking grates are warranted to be free from defects in material and workmanship when subjected to normal domestic use and maintenance for the lifetime of the original purchaser. This warranty excludes surface corrosion, scratches, and discoloration which may occur during normal use. Failure to perform required maintenance will void this warranty.

#### Limited Six-Year Warranty

The Radiants, Manifolds and Gas valves are warranted to be free from defects in material and workmanship when subjected to normal domestic use and maintenance for six (6) years from the original date of purchase. Failure to perform required maintenance will void this warranty.

#### Limited One-Year Warranty

For a period of one (1) year from the original date of purchase, Crown Verity will replace, or repair parts found to be defective at no cost to the original purchaser. This includes the cost of shipping replacement parts and, where necessary, service labor at prevailing local rates by a Crown Verity authorized service person. Service will be provided during normal business hours and must be authorized in advance by Crown Verity.

All non-grill components, such as modular and built-in cabinetry, fall under the Limited One Year Warranty.

## WARRANTY LIMITATIONS

The Crown Verity warranty does not apply to damages caused by:

- Negligence.
- Installation or start-up, damages or problems caused by improper installation or use.
- Unauthorized repair by anyone other than a Factory Authorized Service Agent.
- Erratic voltages or gas supply.
- Air and Gas adjustment.
- Damage caused by nature.
- Ordinary wear and tear.
- Display models are sold “as is”. If you have purchased a display model, please be advised that it is sold “as is” and that it is subject to the following warranty exclusions: any exterior or cosmetic damage is non-warrantable; any missing components will be replaced at consumer’s expense; major handling damage to manifold, valve and ignition system will be serviced at consumer’s expense; all other warranties will remain in effect. The equipment is properly installed per Crown Verity’s Operator’s Manual and by a qualified professional installer, including all start-up checks.
- The cost of a service call to diagnose complaint.
- Modification to Crown Verity product will void related warranties.

## WARRANTY EXCLUSIONS

The Crown Verity warranty does not apply to labor or repairs required for:

- Batteries, fuses, and other wearable items
- Door adjustments and or lid adjustments
- Tightening of screws or fasteners
- Damage in shipment
- Adjustments and cleaning of main burners pilot burners or orifices
- Accessories such as brushes, spatulas, and cylinders
- Normal discoloration of materials
- Units used in a commercial application. Refer to our Commercial Warranty.

## COMMERCIAL LIMITED WARRANTY TERMS & CONDITIONS

This warranty is limited to products manufactured by Crown Verity Inc., to the original purchaser, commencing on the date of purchase and is valid only with a proof of purchase. The warranty covers defects in material and workmanship under normal use, providing that:

1. The equipment is properly installed per Crown Verity's Operator's Manual and by a qualified professional installer, including all start-up checks.
2. The equipment has not been accidentally or intentionally damaged, altered, or misused.
3. The serial number rating plate affixed to the equipment has not been intentionally defaced or removed.
4. The equipment is used in a commercial application as defined by ANSI Z21.58-2018, CSA 1.6-2018.

To activate the Crown Verity warranty please visit our warranty registration page <https://crownverity-canada.ca/support#faqs>. This warranty is limited to the original purchaser and cannot be transferred.

## WARRANTY COVERAGE

### LIMITED WARRANTY

Crown Verity will warrant replacement parts for Canada and the Continental United States for the following period:

#### Limited Lifetime\* Warranty

The stainless-steel grill body and cooking grates are warranted to be free from defects in material and workmanship when subjected to normal domestic use and maintenance for the lifetime of the original purchaser. This warranty excludes surface corrosion, scratches, and discoloration which may occur during normal use. Failure to perform required maintenance will void this warranty.

\* Applies to all grills sold after January 1, 2015 or with a serial number higher than 21010.

#### Limited Ten-Year Warranty

The stainless steel gas burners are warranted to be free from defects in material and workmanship when subjected to normal domestic use and maintenance for ten (10) years from the original date of purchase. Failure to perform required maintenance will void this warranty.

#### Limited One-Year Warranty

For a period of one (1) year from the original date of purchase, Crown Verity will replace, or repair parts found to be defective at no cost to the original purchaser. This includes the cost of shipping replacement parts and, where necessary, service labor at prevailing local rates by a Crown Verity authorized service person. Service will be provided during normal business hours and must be authorized in advance by Crown Verity. The limited one-year warranty covers Crown Verity Grills, Griddles, Fryers, Steamers, Sinks & Pizza Ovens.

#### Patio Heater Limited One-Year Warranty

Patio Heaters are warranted for a period of one (1) year from the original date of purchase, Crown Verity will replace, or repair parts found to be defective at no cost to the original purchaser. This does not include service labour.

## WARRANTY LIMITATIONS

The Crown Verity warranty does not apply to damages caused by:

- Negligence.
- Installation or start-up, damages or problems caused by improper installation or use.
- Unauthorized repair by anyone other than a Factory Authorized Service Agent.
- Erratic voltages or gas supply.
- Air and Gas adjustment.
- Damage caused by nature.
- Ordinary wear and tear.
- Display models are sold “as is”. If you have purchased a display model, please be advised that it is sold “as is” and that it is subject to the following warranty exclusions: any exterior or cosmetic damage is non-warrantable; any missing components will be replaced at consumer’s expense; major handling damage to manifold, valve and ignition system will be serviced at consumer’s expense; all other warranties will remain in effect.  
The equipment is properly installed per Crown Verity’s Operator’s Manual and by a qualified professional installer, including all start-up checks.
- The cost of a service call to diagnose complaint.
- Modification to Crown Verity product will void related warranties.

## WARRANTY EXCLUSIONS

The Crown Verity warranty does not apply to labor or repairs required for:

- Batteries, fuses, and other wearable items
- Door adjustments and or lid adjustments
- Tightening of screws or fasteners
- Damage in shipment
- Adjustments and cleaning of main burners pilot burners or orifices
- Accessories such as brushes, spatulas, and cylinders
- Normal discoloration of materials