

# Char-Griller® Consumer Warranty

**IMPORTANT:** Please retain your original sales receipt as proof-of-purchase in the unlikely event that you need to submit a warranty claim.

## **Overview:**

- Char-Griller® will repair or replace any defective part of its Grills for a period of up to one (1) year from the date of purchase.
- Char-Griller® will also repair or replace the charcoal grill body (bottom half) of its grillers/smokers if the metal is rusted through or burned through for a period up to five (5) years from date of purchase.
- Char-Griller® will repair or replace the gas grill body if the metal is rusted through or burned through for a period up to one (1) year from date of purchase.
- Char-Griller® gas grill burners have a one (1) year warranty from the date of purchase.
- Char-Griller® covers have a one (1) year warranty from seam tears, only.

For more information regarding your warranty, please contact Customer Service at **912-638-4724** or [Service@CharGriller.com](mailto:Service@CharGriller.com).

## **Items Covered:**

- Missing or Damaged Parts must be reported within 2 months of purchase date.
- Bent and/or Dented Parts warrantied on New Grills only.
- Defective Parts must be reported within one (1) year of purchase date.

## **Defective Items include:**

- Broken Weld
- Thermostat
- Wood Parts
- Gas Components (see below)
- Not defective if worn out or overheated.
- Bent and/or Dents are not warrantied on Used Grills.

### **Defective Gas Components:**

- Push Button Electric Igniter
- Igniter Box
- Control Knobs
- Sparker Tips
- Regulator Hose Assembly
- Manifold Valve Assembly

### **Rust through (not just surface rust):**

- *Charcoal Models:* Body warrantied five (5) years from date of purchase.
- *Gas Models:* Body warrantied one (1) year from date of purchase.

### **Items Not Covered**

- Paint
- Rust (Rust through is covered as outlined above.)/p>
- Heat damage, including warping.
- Incorrect parts ordered by customer, including freight.
- Worn-out parts.
- New Grill parts, missing or damaged, not reported within 2 months of purchase date.
- Defective Parts not reported within one (1) year of purchase date.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.