



Grand Canyon Gas Logs Warranty Policy

Warranty Policy:

GCGL Manufactures its products to the highest quality and standards. We also employ industry technical professionals to handle technical requests, trouble shooting questions and general product questions. Prior to submitting a warranty claim the GCGL Technical Service Department **MUST** be contact to diagnose & authorize a faulty or defective part. The following is a details statement on the warranties of each of our components.

Refractory Logs:

- GCGL, logs carry a lifetime warranty against any manufacture defects or breakage as long as the products are installed INDOORS. Logs installed in an outdoor fireplace or outdoor fire-pits carry a (5) year warranty. This warranty does not cover color fading due to use. In the event defect or breakage occurs, a replacement will be available to pick up from the dealer at which the log set was originally purchased or shipped directly to the customer if ordered online. This warranty does not cover breakage caused by excessive handling once installed and fired and does not cover improper installation. This warranty is limited to original purchaser only.

Fiber Products:

- Fiber products such as Cannon Balls, River Stones & Fiber Logs carry a 5-year warranty against any manufacture defects or breakage as long as the products are installed inside. Fiber Products carry a 2-year warranty when installed outside. This warranty does not cover color fading due to use. In the event defect or breakage occurs, a replacement will be available to pick up from the dealer at which the log set was originally purchased or shipped directly to the customer if ordered online. This warranty does not cover breakage caused by excessive handling once installed and fired. This warranty is limited to original purchaser only.

GlowFire™ Logs:

- GlowFire™ Logs are manufactured with ceramic fiber and carry a 5-year warranty when installed indoors and a 1-year warranty when installed outdoors. The warranty covers any manufacture defects or breakage as long as the products are installed correctly. This warranty does not cover color fading due to use. In the event defect or breakage occurs, a replacement will be available to pick up from the dealer at which the log set was originally purchased or shipped directly to the customer if ordered online. This warranty does not cover breakage caused by excessive handling once installed and fired. This warranty is limited to original purchaser only.

Domestic Standard Burners:

- GCGL burners carry a life time warranty against manufacture defects or breakage as long as the appliance is installed INDOORS and by a professional installer. Black paint color, sheen or finish is not covered. Domestic burners installed outside carry a (1) year warranty. In the event defect or breakage occurs, a replacement will be available to pick up from the dealer at which the log set was originally purchased or shipped directly to the customer if ordered online. This warranty does not cover breakage caused by excessive handling once installed and fired and does not cover improper installation. This warranty is limited to original purchaser only.



Domestic Stainless-Steel Gas Log Burners:

- GCGL Stainless Steel burners (designated -SS) carry a life time warranty against manufacture defects or breakage when installed indoors, in an outdoor fireplace or outdoor type room (two, three Seasons type room) and by a professional installer. Stainless Steel finish will brown and age after burning. In the event defect or breakage occurs, a replacement will be available to pick up from the dealer at which the log set was originally purchased or shipped directly to the customer if ordered online. This warranty does not cover breakage caused by excessive handling once installed and fired and does not cover improper installation. This warranty is limited to original purchaser only.

Imported (Athena) Stainless-Steel Fire-Pit Burners:

- GCGL Imported Line Athena Fireglass & Accessories fire-pit & fireplace burners carry a (5) year warranty against manufacture defects or breakage when installed indoor, in an outdoor fireplace or outdoor type room (two, three Seasons type room) and by a professional installer. Stainless Steel finish will brown and age after burning. In the event defect or breakage occurs, a replacement will be available to pick up from the dealer at which the log set was originally purchased or shipped directly to the customer if ordered online. This warranty does not cover breakage caused by excessive handling once installed and fired and does not cover improper installation. This warranty is limited to original purchaser only.

Electrical and Valves:

- GCGL valves, pilot assemblies and electrical components installed indoors carry a (2) year warranty against breakage or defects from date of purchase, by original purchaser, and must be installed by a certified gas professional installer. This warranty does not cover batteries. This warranty only applies when used with GCGL burners and logs. Electrical components installed outside carry a (1) year warranty. In the event defect or breakage occurs, a replacement will be available to pick up from the dealer at which the log set was originally purchased or shipped directly to the customer if ordered online. This warranty does not cover breakage caused by excessive handling once installed and fired and does not cover improper installation. This warranty is limited to original purchaser only.

Labor Credit:

- To apply for a labor credit for a warranty claim the dealer/distributor must fill out a warranty claim form & provide proof of purchase along with an explanation of an issue. Grand Canyon Gas Logs Customer Service team must be contacted to diagnose any problem with a valve, pilot or remote. On an approved warranty claim a \$65 credit will be applied to the distributors account. GCGL does not pay plumbers or certified gas professionals directly. The credit is limited to a single occurrence and single trip.