



Gas and Charcoal/Kamado Grills

"Limited" Warranty Program

For the periods listed below, Hanover Products/XLS Products, Inc. ("Manufacturer") will either repair or replace defective components in accordance with this Limited Warranty. This warranty is between Manufacturer and the original purchaser and is valid only when accompanied by the original purchaser's sales receipt showing original date of purchase and location of purchase. Replacements under this warranty revert back to the date of original purchase for future warranty.

Gas (LP/NG) Grills:

- 10 Years – Control Valve
- 5 Years – Stainless Steel Parts: Grill Body, Flame Tamers, Heat Zone Separators and Cart
- 1 Year – All other components

Charcoal/Kamado Grills:

- 10 Years – Ceramic Parts: Ceramic Bottom, Ceramic Top, Ceramic Fire Ring, Ceramic Fire Box
- 5 Years – Stainless Steel Parts: Chimney Top Control, Cooking Grid, Hinge, Bands, Ash Door and Cart
- 1 Year – All other components

Manufacturer or its authorized retailer can accept or reject warranty claims based on its findings. This warranty applies in normal residential use only, where an issue with the product is due to a defect in material or workmanship. Manufacturer can make substitutions as required of materials, components, and sub-components of comparable value and utility. This warranty is limited to product repair or replacement (to be determined solely by Manufacturer). Warranty return is limited to only the single affected component.

This warranty covers only manufacturing defects and does not cover normal wear and tear, damage, abuse or misuse, including: water damage, chemical damage, damage during shipment or installation, exposure to extreme heat or cold or abrasion. This item is intended for internal use only. This warranty is invalid if the product is not used for intended purpose. Manufacturer disclaims liability for any aspect of installation and any inconvenience caused by a defective part of a component.

Certain items are not covered by this warranty. These include, but are not limited to the following:

1. Components subjected to abuse, including abuse intended to simulate failure.
2. Damages caused by retailer, shipper or user (such as scratches, tears, chips, broken pieces, etc.).
3. Any part which merely exhibits normal wear yet functions essentially as new, including chips, discoloration or scratches.
4. Items sold "as is" or floor models.

To make a claim, please call the toll-free number below. Please have available:

- The Model Number and Serial Number of the unit
- A copy of the original sales receipt
- A brief description of the problem.
- Your email address and daytime telephone or cell phone #.

All items may be charged actual freight costs plus \$15 for handling. Repairs or replacement will be made at the Manufacturer's option.

Shipping and handling charges are the responsibility of the consumer.

THIS IS THE ENTIRE EXCLUSIVE EXPRESS LIMITED LIABILITY. THE MANUFACTURER NEITHER MAKES NOR IS RESPONSIBLE FOR ANY OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THOSE OF RETAILING DEALERS. THIS EXCLUSIVE REMEDY IS LIMITED TO RECEIPT OF A CREDIT IN CONNECTION WITH THE REPAIR OR REPLACEMENT OF ANY PRODUCT OR COMPONENT DEEMED TO BE DEFECTIVE UNDER THE TERMS AND CONDITIONS AS STATED IN THIS WARRANTY. NEITHER XLS PRODUCTS, INC., THE PRODUCT MANUFACTURER NOR ITS AGENTS SHALL BE LIABLE IN ANY CASE FOR INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY OR NEGLIGENCE EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT AS OTHERWISE MAY BE REQUIRED BY LAW, THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OTHER THAN THE WARRANTY DESCRIBED HEREIN, AND ALL OTHER WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED.

Contact Warranty Services at:

ContactUs@Hanover-Products.com

www.Hanover-Products.com

877-397-5144