



Limited Warranty Conditions

These conditions outline the scope of Hart Concrete Design, Inc. warranty obligations. Hart Concrete Design, Inc. products must be installed and maintained in accordance with the Hart Concrete Design, Inc. installation and maintenance procedures using Hart Concrete Design, Inc. genuine parts, a licensed plumber or contractor, and a licensed electrician where applicable. All installations must comply with local building, fire and safety regulations, codes of practice and industry standards and legislation.

- ❖ Warranty obligations are non-transferable and are only extended to the original purchaser and original place of installation. Please retain your dated sales receipt as a proof of purchase
- ❖ Hart Concrete Design, Inc. shall not be liable for any consequential or economic loss arising from any defects affecting the product or from any delay in repairing or replacing the product
- ❖ In no event shall Hart Concrete Design, Inc. be liable for consequential loss or damage for breach of these warranty conditions
- ❖ Hart Concrete Design, Inc. standard warranty applies to domestic and commercial installations
- ❖ Hart Concrete Design, Inc. reserves the right to provide either replacement parts, or replacement products, at their sole discretion, in order to satisfy claims made under this warranty document
- ❖ The purchaser is responsible for annual maintenance according to the "Hart Concrete Design, Inc. Care and Maintenance" procedures. Failure to comply with these conditions will void these warranty terms



1. Parts Only Limited Warranty

Warranties are limited to the original purchaser for defects in material and workmanship for the stated periods. Hart Concrete Design, Inc. will, at its election, repair or replace the product where Hart Concrete Design, Inc. inspection discloses any such defect occurring with normal usage. Hart Concrete Design, Inc. will replace all warranted parts free of charge. Client is responsible for any costs associated with crating, shipping, handling, re-installation labor or disposal of replaced products or components.

Hart Concrete Design, Inc. does not provide onsite repair, visits, or service.

The purchaser, prior to installation, should inspect the products and report any defects immediately.

This warranty does not cover damage to products caused by inappropriate or improper installation, unauthorized modifications to the burner, vessel, parts, accident, misuse, abuse, or improper maintenance, nor coloration and surface texture changes due to exposure to the elements.

2. Parts Coverage Detail

Type	Components	Residential	Commercial
Manual Ignition Firepits	Concrete Vessels	1 year	1 year
	Stainless Steel Burners	Lifetime	Lifetime
Push Button Ignition Firepits	Concrete Vessels	1 year	1 year
	Pilot Assembly	2 years	1 year
Electronic Ignition Firepits	Concrete Vessels	1 year	1 year
	Electronic Components	3 years	1 year
All other HCD Products	Tables	1 year	1 year
	Planters	1 year	1 year
	Benches	1 year	1 year
	Sinks	1 year	1 year
	Game Tables	1 year	1 year



3. General Exclusions

- ❖ Damage in transit that is not reported to Hart Concrete Design, Inc. within 48 hours of delivery
- ❖ Installations performed by an unapproved person or organization
- ❖ Non-compliance to the Hart Concrete Design, Inc. installation, care, or maintenance procedures
- ❖ Diagnostic, fault finding, removal and reinstallation costs
- ❖ Misapplication, misuse, accidental or willful damage
- ❖ Unauthorized modifications, alterations, tampering or repairs
- ❖ Unauthorized removal of components prior to reporting defective operation
- ❖ Damage caused by natural weathering or abnormally corrosive environments including sea salt corrosion, acidity and alkali attacks and insects (surface staining corrosion can be delayed or prevented with appropriate care and maintenance, including the use of a canvas cover or burner cover where applicable.)
- ❖ Products exposed to excessive loads, for example: Hart Concrete Design, Inc. firepits and bowls are not designed for seating purposes.
- ❖ Element damage caused by fire, wind or flooding

4. Concrete Pieces

Exclusions also include the following Product Characteristics

- ❖ Surface air voids, spider web-like cracks, hairline cracks less than 1/16", veining or minor dimples that will not affect the quality and performance of the fire pit.
- ❖ Slight coloring variations from any samples received
- ❖ Natural patina
- ❖ Stains from wet leaves, bird droppings, spilled drinks, greasy food