



Limited Warranty Conditions

These conditions outline the scope of Hart Concrete Design, Inc.'s 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.'s 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. The 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



5. General Guidelines for Fireballs

For longevity of the FireBalls, direct harsh flame must not touch the balls, as this can cause early failure of the ceramic concrete castings. The following installation guidelines will "soften" the flame, provide a better flame, and improve the life of both the burner and FireBalls.

1. Burners which are designed with jets or nozzles to shoot flames upward, such as the Warming Trends CROSSFIRE and HPC TORPEDO, are not suitable for use with FireBalls.
2. The burner should be covered with lava rock (or fire glass) from about 1" below the bottom of the burner to 1" to 2" above the top surface of the burner to provide a level platform for stacking the FireBalls. The lava rock (or fire glass) also serves to diffuse the flame to increase the life of the balls. Direct flame straight out of the burner impinging onto the FireBalls will break the cementitious bonding that keeps the FireBalls intact during normal use. Lava rock and fire glass do not clump like sand can does (resulting in high flame in one area, low on another), and their porosity allows for better mixing with secondary combustion air for a somewhat cleaner burn.
 - a. The Warming Trends CROSSFIRE and HPC TORPEDO burners are not suitable for use with FireBalls. The restrictions of these designs result in too harsh of a flame which will damage the FireBalls.
3. Match lighting is preferable for outdoor FirePits, due to uncontrollable and unpredictable weather issues (wind, rain, snow).
 - a. If you desire to use a control system, do not use a standing pilot control, as it will provide you with nuisance shut down. Use a pilot-on-demand electronic ignition control.
 - b. With an electronic ignition system, you still have a pilot. The pilot flame must be shielded so that it fully engulfs the sensor electrode at all times during operation. If the pilot flame does not remain constantly on the sensor, the main flame will cycle on and off as the pilot flame touches and pulls away from the sensor electrode. Also, control components must be protected from any water intrusion.
4. FireBalls can be safely used outdoors, however care must be taken to avoid "freeze/thaw" cycles by either covering or removing the FireBalls during seasonal periods when this can occur. Just as with sidewalks and streets, freeze/thaw will cause cracks and a breaking down of the ceramic bonds in the materials, resulting in crumbling. This is not covered by our warranty.