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Warranty Program

Hearth Products Controls Company warranties product against manufacturing defects that prevent safe and correct operation of the product commencing from the date of original sale / shipment from HPC. The warranty on parts and in-house labor will apply only to claims presented to us by our original customer and is in lieu of all other warranties expressed or implied. Please refer to the Warranty Chart below for warranty periods.

The defective product must be shipped back with an RMA (Return Merchandise Authorization) issued by HPC for that specific product which states the nature of the defect or warranty claim. Product to be returned should be packed carefully—HPC is not responsible for damage on returned items. The original purchase information will be required. RMA's are only valid for 30 days from the date of issue by HPC and will not be processed if received after the expiration date. The RMA number must be indicated on the outside of the return package and a copy of the RMA in the package with product.

Our warranty does not cover items that have been damaged by over heating, modification, abuse, improper storage, installation, or maintenance. This warranty excludes claims for incidental or consequential damage and indirect-collateral expenses arising from product defects or warranty recovery.

Hearth Products Controls Company is not responsible for local codes and / or if any of our products are not approved for installation. Please check with your local building department or governing agencies for proper approvals before purchasing. HPC is not responsible for the actions including negligence of the installer.

Warranty Chart

Components	Application	
	Residential	Commercial
Indoor Fireplace		
<i>Safety Pilot & Latch Tap Valve Kits</i>	5 yrs	5 yrs
<i>Millivolt & Manual Valve Kits</i>	5 yrs	5 yrs
<i>Indoor Remote Control Kits</i>	5 yrs	5 yrs
Outdoor Fire Effects		
Complete Electronic Ignition Fire Pits & Electronic Ignition Systems:		
<i>All electronics, valve, & pilot assembly</i>	1 yr	6 mos
<i>SS Components: pan, fire ring, & valve box</i>	3yrs	1yr
FPPK Series Fire Pits	1yr	6 mos
Stainless Steel Components	3yrs	1 yr
<i>Fire rings, match lit kits, pans, valve boxes, fireplace grates & burner pans, nipples, fittings</i>		
Cold Rolled Steel Components	1yr	6 mos.
<i>Fire rings, match lit kits, log lighters, nipples, fittings</i>		
Miscellaneous		
<i>Ceramic Fiber Logs</i>	2 yrs	1yr
<i>Unfinished Fire Pit Enclosures</i>	3 yrs	3 yrs
<i>Finished Fire Pit Enclosures</i>	1 yr	1 yr

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