

*The*  
**CROSSFLAME**<sup>™</sup>  
*Pro*

## WARRANTY

**LIMITED LIFETIME WARRANTY:** Caliber Appliances warrants the brass or stainless steel burners, grill racks and fabricated stainless steel components to be free from defects in materials and workmanship under normal residential use for the lifetime of this product. Defective parts will be repaired or replaced free of charge with the owner paying all other costs including freight and labor. This warranty excludes normal discoloration, surface scratches, grease buildup, weather and atmospheric related staining, and minor surface rust and oxidation that can be expected on any outdoor product.

**FIVE YEAR LIMITED WARRANTY:** Caliber Appliances warrants the Crossflame radiant trays, gas valves, sear zone burners, and rotisserie burners to be free from defects in materials and workmanship under normal residential use for a period of five years from the original date of purchase. Any part determined by Caliber to be defective will be repaired or replaced free of charge with the owner paying all other costs including freight and labor.

**ONE YEAR FULL “IN-HOME” WARRANTY:** Caliber Appliances warrants the entire product and all of the component parts to be free from defects in materials and workmanship under normal residential use for a period of one year from the original date of purchase. Caliber will repair or replace, at its option, any part which is determined by Caliber to be defective during this warranty period at no cost to the original purchaser. Warranty service must be first authorized by Caliber and then performed by an authorized service representative during normal business hours. Any non-authorized service costs will not be covered by this warranty.

**NINETY DAY “TRADE PROFESSIONAL” WARRANTY:** This warranty applies to installations where the use of the product exceeds that of normal residential use but does not reasonably experience the heavy use found in commercial cooking establishments (as determined by Caliber). Examples of this type of use include country clubs, community “common” areas, bed & breakfasts, fire stations, and other locations where the product is used extensively. Caliber will at its option repair or replace any defective part with the owner paying for all other costs including freight and labor.

### WARRANTY DEFINITIONS, LIMITATIONS & EXCLUSIONS:

#### Coverage Area & Term:

The warranty shall apply only to products purchased and located in the United States and Canada. The warranty coverage period commences from the original date of purchase and proof of date of purchase is required. In order to activate the warranty coverage term you need to return the “Warranty Card” supplied with each product or submit this information online. This card (with the attached serial number label) must be promptly returned to Caliber in order to ensure warranty coverage. The warranty applies to the original owner only and may not be transferred; however, the warranty is still valid to the original owner even if the product is relocated (excluding transit damage). Caliber will not sell, share or otherwise distribute information supplied on the warranty cards.



## WARRANTY (Continued)

### Exclusions:

This warranty does not apply to the commercial use of products (as determined by Caliber) or damages resulting from improper installation, including failure to provide proper wind breaks and protection for the product from excessive wind. The warranty also does not apply to product damaged in shipping, transit, or on-site handling during installation. Warranty is also voided in cases of negligence, alteration, misuse, abuse, accident, natural disaster, loss of electrical power to the unit for any reason, improper installation, improper operation, unauthorized adjustments or calibrations, dings, dents, scratches, or damages related to the use of harsh cleaning chemicals and acids. Caliber shall not be liable for incidental, consequential, special or contingent damages resulting from its breach of this written warranty or any implied warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusions of or limitations on consequential damages. This warranty gives you specific rights and you may have other rights which vary from state to state. This warranty does not cover travel costs to isolated geographic locations of two hours time both ways or locations only accessible by plane, train, boat, ferry, etc.

### WARRANTY SERVICE AND REPLACEMENT PARTS:

Call your authorized dealer or Caliber Appliances directly at 714-848-1349 during normal business hours. Be prepared to provide the following information: purchasers' and dealer name, model and serial number of the grill, date of purchase and an accurate description of the problem. Caliber will not pay for service calls for correcting an improper installation or for educating the owner/user. The owner is responsible for proper installation, cleaning, providing normal care and maintenance, providing proof of purchase and providing access to the grill for any service calls.

