



WARRANTY INFORMATION

LIMITED WARRANTY ON VIDEL USA PRODUCTS

THIS LIMITED WARRANTY CAN ALSO BE FOUND IN THE OWNER'S/INSTALLATION MANUALS THAT WE PROVIDE WITH OUR PRODUCT.

THIS LIMITED WARRANTY IS SUBJECT TO EXCLUSIONS, CONDITIONS AND LIMITATIONS SET FORTH BELOW.

VIDEL USA and The Outdoor Plus Company, Inc. located at 701 S Dupont Ave. Ontario, CA 91761 ("We") extend this limited warranty only to the original purchaser ("you"), with proof of purchase, and at the original site of delivery or installation. It does not extend to any subsequent owner or other transferee of the product. The warranty is not applicable to grills used in commercial rental applications or non-residential applications. Any issues related to rust, corrosion, oxidation, or discoloration due to moisture or overheating are not covered under this warranty, unless such issues render the affected component inoperable. Additionally, this warranty does not include labor or labor-related charges. If warranty parts need to be shipped, customers will be responsible for any associated shipping and handling fees. Thank you for choosing VIDEL USA.

WHAT DOES THIS WARRANTY COVER?

This limited warranty covers any defects in material and workmanship of the product and product components that may arise during normal residential use, except for discoloration, surface scratches, weather-related staining, and minor rust and oxidation, which are typical for outdoor products.

This limited warranty is applicable only to products purchased and located within the United States and Canada. The original purchaser will be responsible for all other expenses including labor, freight, shipping and handling fees. The coverage period begins on the original purchase date, and proof of purchase is mandatory.

To activate the warranty, customer must register the product online at:
[**www.videlusa.com/product-registration-and-warranty**](http://www.videlusa.com/product-registration-and-warranty)

Product Components covered in this warranty are identified below for the Warranty Periods defined below.

WHAT IS THE PERIOD OF COVERAGE?

This limited warranty starts on the date of your purchase and lasts for the time periods specified on the next page. The warranty period is not extended if we replace or repair the product. We may change the availability of this warranty at our discretion, but any changes will not be retroactive.



WARRANTY INFORMATION (Continued)

Grill Warranty Periods (Excluding Commercial Grill)

- Cast Stainless Steel Burner is covered for Limited Lifetime
- Drip Pan, Transformer, Gas Valves, Knobs and Lights are covered for 1 Year.
- Bezel, Grates, Flavor Bars, Handle and Hood are covered for 2 Years.
- Warming Rack and Flame Tamers are covered for 3 Years.
- Fire Box is covered for 5 Years.

Side Burner Warranty Periods

- Regulator, Gas Valves, SS Cover and Knobs are covered for 1 Year.
- Burner, Grates, Bezel and Fire Box are covered for 2 Years.

Griddle Warranty Periods

- Regulator, Gas Valves, SS Cover and Knobs are covered for 1 Year.
- Drip Tray, Griddle Plate, U-Burner, Griddle Bezel and Fire Box are covered for 2 Years.

Compact & Outdoor Fridge Warranty Periods

- Motor, Fans and Lights are covered for 1 Year.

Food Warmer Warranty Periods

- Food Pans, Pans Lids, SS Lid/Cover and Fuel Canister Holder are covered for 2 Years.

Power Burner Warranty Periods

- Burners, Regulator, Gas Valves and Knobs are covered for 1 Year.
- Bezel is covered for 2 Years.
- Grates and SS Cover are covered for 5 Years.

Brasa Warranty Periods

- Wheels and Casters are covered for 1 Year.
- Bearings are covered for 2 Years.
- Shelves are covered for 5 Years.
- Fire Box and Full Body are covered for 5 Years.

WHAT DOES THIS WARRANTY NOT COVER?

This limited warranty does not cover damages resulting from negligence, alteration, misuse, abuse, accidents, natural disasters, loss of electrical power, improper installation or operation, transportation, storage, improper use of fuel/gas supply, unauthorized adjustments or calibrations, dings, dents, scratches, or damages caused by harsh cleaning chemicals. The warranty is not valid for commercial use or for products with altered or removed serial numbers. VIDEL USA and The Outdoor Plus Company, Inc. will not be liable for any incidental, consequential, special or contingent damages arising from the breach of this written warranty or any implied warranty.

HOW DO YOU NOTIFY VIDEL USA OF A POTENTIAL WARRANTY ISSUE?

Please contact VIDEL USA Customer Service by Phone or Email.

Phone Number: (909) 460-5579

Email: support@videlusa.com

We are open Monday-Friday 7:00 AM to 5:00 PM (PST)

**SCAN TO
REGISTER YOUR
PRODUCT ONLINE.**

