

**WARRANTY – FIRE FEATURES**

In the event of product failure within the scope of this warranty, Techo-Bloc will repair or replace the affected item only, following a site inspection and assessment of the product by Techo-Bloc or its representatives. At Techo-Bloc's sole discretion, the product under warranty will be repaired or replaced. If we determine that repair is not viable, we reserve the right to replace the defective item with an equivalent to the original item. Techo-Bloc's responsibility is limited to the cost of the product only and not to the costs related to labor, removal, or installation of the products. Techo-Bloc does not provide maintenance, repair services or spare components of any fire feature accessory. However, Techo-Bloc will be able to point you in the right direction to the manufacturers of these accessories/parts.

**TECHO-BLOC WILL HONOR THIS WARRANTY WITH PROOF  
OF PURCHASE SUCH AS AN INVOICE OR DELIVERY SLIP.**

PRODUCT	WARRANTY
Techo-Bloc Fire Pit Concrete Products	Lifetime
Techo-Bloc Fireplace Concrete Products	Lifetime
Lumi Fire Bowl Concrete Vessel	One Year
HPC Fire Pit Stainless Steel Burner	Lifetime
HPC Outdoor Fireplace Burner	Lifetime
HPC Electronic Ignition Components	3 years
HPC Pilot Assemblies	2 years
HPC Stainless Steel Components	5 years
HPC Flex Liner	5 years
HPC Regulators	3 years
HPC Outdoor Log Sets	3 years
HPC Fire Pit Cover	3 years
Breeo Zentro Fire Pit Inserts	Lifetime

**REGARDING ALL FIRE FEATURES, THE FOLLOWING CONDITIONS OR EVENTS ARE NOT COVERED BY THE WARRANTY:**

1. Claims regarding the color, size, or texture of a product already installed. An installed product confirms the acceptance of the product received.
2. Use of rock salt or any other type of salt, sand, baking soda or other elements not recommended for extinguishing flames.
3. Splitting, chipping, or other breakage caused by impact, abrasion, or overloading.

4. Damage or loss caused by the movement or settling of the underlying structure or base components upon which the product is set.
5. Damage or loss caused by installation or maintenance not in compliance with local codes or installation manual provided by the manufacturer.
6. Damage or loss caused by natural disasters including, but not limited to, earthquakes, floods, or other similar events.
7. Alterations, acts of negligence or misuse by the owner, installer or any third party.
8. Color matching to printed representations.
9. Efflorescence, polymeric haze, or construction-born residue. For more information on efflorescence, consult our care guide: <https://www.techo-bloc.com/support/customer-support/care-and-maintenance>
10. Normal wear and tear, such as variation in colors or shades.
11. Rental use or commercial applications.
12. Decorative fill material such as lava rock (or any product of the same kind.)
13. Heat cracking or discoloration due to excessive heat exposure.
14. Use of improper fuels.

## **FIRE PIT KITS & ACCESSORIES**

**Fire Pit Kits include Brandon, Prescott, Raffinato, Valencia.**

**Fire Pit accessories include Sleeve inserts, HPC Burners Kit, Breeo- Zentro smokeless steel insert.**

Concrete units used to assemble Techo-Bloc fire pit kits are warranted against defects in material and workmanship under normal use for the lifetime of the product from the date of purchase. This warranty is non-transferrable and thus valid only for the original consumer of this product. Third party components of fire pit kits such as burners and other accessories carry their respective manufacturer's warranty and may change without notice. Please visit the Techo-Bloc product pages for manufacturer warranties.

As fire pits age, color may lighten or darken according to specific field or storage conditions such as humidity, temperature, and exposure to sunlight. Smoke and soot that are created by various elements may affect the appearance of the fire pit; these are factors beyond Techo-Bloc's control.

Wood-burning fire pits must be lined with a proper insert or firebrick to protect the concrete units from extreme exposure to heat. Extreme heat on a concrete surface may affect the structural integrity of the concrete components and can be dangerous. The floor of the fire pit should always be constructed with free-draining material or firebricks with proper drainage.

## FIREPIT CARE & MAINTENANCE

**WINTER CARE** - We recommend covering your fire feature with a breathable material over the winter months to avoid any possible damage.

**FIREPIT SLEEVE CARE** - The purpose of the fire pit burner sleeve is to provide protection to your concrete product against direct flames within your fire feature. Although this product is engineered to withstand a certain level of heat, it is possible that the painted surface may experience chipping and rust development over time. This occurrence is not indicative of a defect, but rather a natural effect of exposure to fire. As a solution, we suggest utilizing high-quality, high heat enamel spray paint to touch up your fire pit sleeve as needed. This will help to maintain its aesthetic appeal and protect against deterioration.

## WARRANTY – FIREPLACE

### Fireplaces include Manchester

Concrete units used to construct Techo-Bloc fireplace kits are warranted against defects in material and workmanship under normal use for the lifetime of the product from the date of purchase. This warranty is non-transferrable and thus valid only for the original consumer of this product. Third party components of fireplace kits carry their respective manufacturer's warranty and may change without notice.

As fireplaces age, color may lighten or darken according to specific field or storage conditions such as humidity, temperature, and exposure to sunlight. Smoke and soot that are created by various elements may affect the appearance of the fire pit; these are factors beyond Techo-Bloc's control.

## WARRANTY – FIRE BOWL

### Fire Bowl products include Lumi

This product is warranted against defects in material and workmanship under normal use for ONE (1) YEAR from the date of purchase. This warranty is non-transferable and thus valid only for the original consumer of this product.

The original consumer acknowledges and agrees that the fire bowl is a concrete handmade product and therefore each bowl is unique. Variations in color and texture are to be expected. As fire bowls age, color may lighten or darken according to specific field or storage conditions such as humidity, temperature, and exposure to sunlight. Minor chipping, water staining, and non-structural hairline cracks are traditional characteristics of this product and thus are not covered by this warranty.

## NEED MORE ASSISTANCE? HAVE MORE QUESTIONS?

We have a team dedicated to ensuring your satisfaction. To submit an after-sales support form, please visit: [www.techo-bloc.com/client-support](http://www.techo-bloc.com/client-support).

**For all other warranty related questions please email [clientsupport@techo-bloc.com](mailto:clientsupport@techo-bloc.com)**