

HPC Fire Warranty

Warranty Claim & Coverage Information

Taken from the HPC Fire warranty page at hpcfire.com/warranty-information, checked October 2026. Wording is summarised from the published page; the manufacturer may change its warranty at any time, so the version on its website takes precedence.

GENERAL COVERAGE

HPC Fire warrants its products against manufacturing defects that prevent safe and correct operation, starting from the original date of sale or shipment. Parts and in-house labour coverage applies only to claims from the original customer and replaces all other warranties, express or implied. Specific coverage periods for each component are shown below.

COVERAGE PERIODS

COMPONENT	RESIDENTIAL	COMMERCIAL
Indoor Fireplace		
Safety Pilot & Latch Tap Valve Kits	5 years	5 years
Millivolt & Manual Valve Kits	5 years	5 years
Indoor Remote Control Kits	5 years	5 years
Outdoor Fire Effects		
Stainless Steel Fire Burners	Lifetime (hassle-free)	Lifetime (hassle-free)
Electronic Components & Gas Valves	3 years	1 year
Pilot Assembly	2 years	1 year
Stainless Steel Components	5 years	1 year
Cold Rolled Steel Components	1 year	6 months
Refractory Outdoor Logs	5 years	5 years
Unfinished Fire Pit Enclosures	3 years	3 years
Finished Fire Pit Enclosures	3 years	3 years
Copper Bowl Series	3 years	3 years
Evolution 360 and H2Onfire Series		
Polyethylene Basin & Liner	3 years	3 years
Water Pump	2 years	1 year
Float & Sensor	2 years	1 year
Hose & Fittings	2 years	2 years
Electronics & LEDs	2 years	1 year
Miscellaneous		
Ceramic Fiber Logs	3 years	2 years

WHAT IS NOT COVERED

Coverage does not extend to damage resulting from:

- Overheating, modification, abuse, improper storage, installation or maintenance
- Normal wear
- Negligent use or misuse, improper handling, or incorrect voltage or current

- Use contrary to the operating instructions
- Repairs or alterations by anyone other than HPC or an authorised service center
- Improper gas use, resulting explosion or gas poisoning
- Acts of God, such as fire, flood, hurricanes or tornadoes
- Incidental, consequential or indirect-collateral expenses

Dealers, service centers and retailers cannot alter the terms of this warranty.

HOW TO MAKE A WARRANTY CLAIM

1. **Obtain an RMA.** Request a Return Merchandise Authorization from HPC for the specific product. The RMA must describe the defect or claim.
2. **Pack the product carefully.** HPC is not responsible for damage to returned items.
3. **Include documentation.** Provide the original purchase information.
4. **Label the package.** Write the RMA number on the outside of the package and include a copy of the RMA inside.
5. **Meet the deadline.** An RMA is valid for 30 days from the date issued. Packages received after it expires will not be processed.

LIMITATIONS AND RESPONSIBILITIES

- HPC is not responsible for local building codes or for whether products are approved for installation. Check with your local building department before purchasing.
- HPC is not responsible for installer negligence or actions.
- HPC is not liable for incidental or consequential damages arising from breach of any express or implied warranty.
- Some jurisdictions do not allow these exclusions or limits, so they may not apply to you.
- Implied warranties of merchantability or fitness are limited in duration to the warranty period, where the law allows.

HPC FIRE CONTACT DETAILS

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