

# Warranty Manual



## Gas Equipment Limited Warranty

Dukers warrants its gas equipment to be free from defects in material and workmanship for a period of (12) months. This is the sole and exclusive warranty made by Dukers covering your Dukers brand gas equipment. A claim under this warranty must be made within **(12) months** from the **date of purchase** of the gas equipment. Only the gas equipment's original purchaser may make a claim under this warranty. Dukers reserves the right to approve or deny the repair or replacement of any part or repair request. The warranty is not transferable. Dukers gas equipment installed in/on a food truck or trailer will be limited to a period of **(30) days** from the original date of purchase.

### FIVE YEAR OIL TANK WARRANTY

In addition to the **one (1) year** warranty stated above, Dukers warrants its oil tank to be free from defects in both material and workmanship under normal and proper use and maintenance service for a period of **four (4) additional years** from the **date of original installation** but not to exceed **five (5) years** after shipment from the manufacturer. Oil tanks determined by Dukers to have been defective within this extended time period will, at Dukers' option, be replaced with an oil tank or oil tank parts of similar design and capacity. The **four (4) year** extended oil tank warranty applies only to the oil tank and does not apply to any other parts, including, but not limited to, thermostat, control knob, nozzle, limiter, legs or any other electrical component, shipping, labor charges, etcetera.

#### To Make a Warranty Claim:

For warranty inquiries contact the location where you purchased the product:

- **Dukers Authorized Equipment Dealer:** Contact [warranty@dukersusa.com](mailto:warranty@dukersusa.com). Please have your order number ready.
- **Home Depot:** Online purchases, 1-800-466-3337 Please have your order number ready.
- **Amazon:** Contact 1-800-931-8628, [warranty@dukersusa.com](mailto:warranty@dukersusa.com). Please have your order number ready.

**Failure to contact the designated service provider prior to obtaining equipment service may void your warranty.**

Dukers makes no other warranties, express or implied, statutory or otherwise, and **HEREBY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE.**

#### This Limited Warranty does not cover:

- Equipment sold or used outside the Continental United States.
- Equipment installed by Non Gas Equipment Installer Professional.
- Dukers has the sole discretion on wearable parts not covered under warranty.
- Equipment not purchased directly from an authorized dealer.
- Equipment placed next to combustible items.
- Equipment used for residential or other non-commercial purposes.
- Equipment that has been altered, modified, or repaired by anyone other than an authorized service agency.
- Equipment where the serial number plate has been removed or altered.
- Equipment requires 2" space all around for room to breathe and ventilate.
- Damage or failure due to improper installation, improper utility connection or supply, and issues resulting from improper ventilation or airflow.
- Defects and damage due to improper maintenance, wear and tear, misuse, abuse, vandalism, or Act of God.

Any action for breach of this warranty must be commenced within 12 months of the date on which the breach occurred. No modification of this warranty, or waiver of its terms, shall be effective unless approved in a writing signed by the parties. The laws of the Commonwealth of Pennsylvania shall govern this warranty and the party's rights and duties under it. Dukers shall not under any circumstances be liable for incidental or consequential damages of any kind, including but not limited to loss of profits.