

Crown Royal Stoves 20 Year Limited Warranty

Greentech Manufacturing, Inc. ("Crown Royal Stoves") warrants to the original owner that the water jacket, firebox, and heat exchangers are free from defects in material and workmanship for a period of twenty (20) years from the date of purchase, subject to the prorated schedule set forth below. Parts manufactured by others, and certain other items specified herein, are excluded from this coverage. To validate and maintain this warranty, registration and a water sample must be completed within thirty (30) days of purchase and the owner must strictly comply with all requirements in the Owner's Manual. Additionally, annual water samples must be submitted, and water condition must be maintained as directed in each water test report. Failure to meet these requirements will void this warranty.

YEAR ONE WARRANTY

- Access doors, door gaskets, and refractory moldings are covered for one (1) year from the date of purchase.
- In the event of failure of the firebox, water jacket, or heat exchangers, Crown Royal Stoves will replace the unit with a functionally equivalent model, manufactured from new or operational used parts, at no cost to the original owner. The owner is responsible for removal of the old unit and installation of the replacement unit.

YEARS TWO THROUGH FIVE WARRANTY

- Repairs to the firebox, water jacket, and heat exchangers are covered 100%.
- If the unit cannot be repaired and must be replaced, the customer shall pay the difference between the original purchase price and the current purchase price of the replacement unit, plus freight and installation costs.

YEARS SIX AND BEYOND (PRORATED WARRANTY PERIOD)

- Year 6: 70% of the total weld repair cost.
- Year 7: 50% of the total weld repair cost.
- Years 8–9: 30% of the total weld repair cost.
- Years 10–20: 20% of the total weld repair cost.
- Year 21-Beyond 10% discount on the purchase of a new Crown Royal Stove, provided you are the original owner, removing a Crown Royal Stove from service, and replacing it with a brand new Crown Royal Stove from your authorized dealer.

If a claim is approved, any weld repairs are contingent upon Greentech Manufacturing Inc.'s receipt and review of a detailed repair estimate before any work is performed. The estimate must be submitted for approval to ensure that the proposed costs are reasonable and consistent with the approved scope of the claim. Any repairs completed without prior estimate approval may not be fully reimbursed. If the submitted estimate is determined to be unreasonable or includes work outside the approved scope of the claim, Greentech Manufacturing Inc. reserves the right to limit reimbursement to a prorated amount based on its estimated repair costs. Because many Crown Royal Stoves are installed in rural areas, repair costs may be higher due to the location of the unit. However, travel-related expenses, including travel time and mileage, are not covered under this warranty.

LIMITED COMPONENT WARRANTY

- Electrical components factory-installed but manufactured by others (including, but not limited to, aquastats, temperature sensors, limit switches, and fans) are warranted by the original manufacturer for one (1) year from the date of purchase.
- Fuel auger assemblies and flighting have a one (1) year warranty from manufacturer's defects, not improper use.
- Cast iron shaker grates and actuators are components factory-installed but manufactured by others are warranted by the original manufacturer for five (5) years from manufacture date.
- New or refurbished replacement parts will be provided on an exchange basis. Shipping charges and labor are not included.

EXCLUSIONS AND LIMITATIONS

Greentech Manufacturing, Inc. does not warranty:

- Damages caused by: improper installation, improper maintenance, operation outside of design or specifications, acts of God, accidents, abuse, misuse, misapplication, service performed by anyone other than an authorized dealer unless authorized in writing, modifications other than those authorized in writing, or if any serial number has been removed or defaced, by freezing, overheating, pressurization, warping and/or use of unauthorized fuels, negligence, deterioration due to lack of proper or ongoing maintenance, or damage caused by power surges or brown-outs.
- The cost of plumbing, replacement of chemical, antifreeze, shipping, labor or any other cost.
- The cost of maintenance, care, or parts identified as "wear items".
- Unless otherwise stated here, replacement items are "parts only", and do not include shipping, service calls, mileage, diagnostic, or labor.
- Any damage or cost which may occur from or during the operation of the stove, or damage incurred due to any heating system failure. Crown Royal Stoves cannot be used as the only source of heat; therefore, it is required that a back-up system is in place to prevent damages caused by mechanical failures.
- Exterior paint or finish.
- Corrosion failure caused by neglect or unauthorized fuel use.
- Ash corrosion on the inside fire drum and/or heat exchanger chambers.
- Omni-O firebed and upper air distributor components.

SPECIAL CONSIDERATIONS

- It is mandatory to install a chimney cap before operating the unit. The chimney must be covered when the unit is not in use.
- When plumbing the back of the Crown Royal Stove, the first fitting connection must be stainless steel or brass. The use of any other materials will invalidate this warranty.
- **IMPORTANT:** Failure to use Crown Royal Stoves approved Control Chemical and submit annual water samples will void this warranty. Control Chemical can be purchased either from your authorized dealer or directly from Crown Royal Stoves.

Equipment registration and required water sample testing must be on file prior to approval of any warranty claim. Replacement items (parts, components, or boilers) assume the remaining warranty of the original item. Replacement items may be required to be returned to Greentech Manufacturing, Inc. or to your dealer, at Greentech's sole discretion, for testing, inspection, recycling, returning to the original manufacturer, or disposal. If an on-site repair is made, the customer is responsible for the travel-related expenses, including travel time, mileage, and labor. If the unit needs to be repaired at the factory, it is the consumer's responsibility to pay all shipping charges to and from the factory. The purchaser assumes all responsibility and cost for the care, maintenance, and safe operation of the unit, including the monitoring and adding of Control Chemical. Greentech Manufacturing, Inc. always has the right to decide if the unit will be repaired or replaced. Greentech Manufacturing, Inc. specifically disavows any other representation, warranty, or liability related to the condition or use of this product, whether oral or written, expressed or implied.

OBTAINING WARRANTY SERVICE

- Contact your authorized Crown Royal Stoves dealer for assistance with warranty paperwork and claims.
- If you think you have a leak, a claim cannot be filed until the leak is found and pictures and videos can be obtained.
- If additional support is needed, you may contact the service department at Greentech Manufacturing, Inc.:
 - Phone: 866-361-7355 or Mail: Greentech Manufacturing, Inc. PO Box 1237, International Falls, MN 56649

This warranty is subject to change. For the most current information, please consult our website or your local authorized dealer.