

Warranty Reference Guide

It is recommended that you contact RMI's Technical Support or the Manufacturer's Technical Support to troubleshoot the issue before replacing parts. For propane and natural gas related claims please be prepared to supply the inlet/outlet gas pressure when you call. Please provide complete model number, serial number and a detailed description of what is wrong.

Please submit your claim by using the form on our website at www.raymurray.com, or email us at warranty@raymurray.com.

Always refer to the manufacturer's instruction manual for detailed information on the conditions, exclusions, and procedures regarding the individual product warranty. This page is a warranty reference guide and is subject to change without notice.

| NOVO | |
|---|-----------------------------|
| Gas Appliances (Grills, Side/Power Burners, Burners, Grids, Heat Zone Separators) | Limited Lifetime |
| Cold Storage and Sinks | Limited Lifetime on Coolers |
| Drains/Faucets | 3 Years |
| Refrigeration (15" & 24" Models) Construction Including Compressors | 3 Years |
| Refrigeration (15" & 24" Models) Parts | 3 Years |
| Drawers/Doors, Liners & Carts | Limited Lifetime |
| Warming Drawer, Electrical | 3 Years |
| Vent Hood SS Construction | 5 Years |
| Parts (Bulbs, Wire Harness, Lights) | 3 Years |

| Fire Magic Grills - Echelon / Aurora Series | |
|---|----------|
| Cast SS Burners, Cooking Grids and SS Housing | Lifetime |
| Brass Burners and Valves, Manifold Assy, Back Burner Assy (except ignition system) and Inner Liners | 15 Years |
| Electric Grills, SS Cooking Grids and SS Housings | 10 Years |
| Infrared Burner, Flavor Grids and Charcoal SS Grills | 5 Years |
| Side Burners and Other Grill Components | 3 Years |
| Grill Ignition Systems, Electronic Components, Accessories | 1 Year |

| Phoenix | |
|---|------------------|
| SS Fabricated Models, Grill Top & Bottom, Control Panel, Column & Base, Burner, Side Shelves & Drip Pan | 10 Years |
| Cast Aluminum End Cap Models, Grill Top & Bottom (Paint Excluded), Control Panel, Column & Base, SS Grids | Limited Lifetime |
| SS Burners, Grids, Side Shelves, Drip Pan & Fasteners | 10 Years |
| Black Aluminized Steel Grill Top & Bottom (Paint Excluded) | 5 Years |
| All Other Components Including Ignition System & Gas Valve Knobs, Wheels | 1 Year |

| MHP Grills | |
|---|----------|
| Castings, SS Burners, SS Cooking Grids, SS Warming Racks, Control Panel | Lifetime |
| Ignitor systems, Gas Valve, Patio Base, Knobs, Rock Grate | 1 Year |
| Infrared Burners, Porcelain Briquettes | 5 Years |

| Bromic | |
|---------------|--------|
| Parts | 1 Year |

| American Outdoor Grill | |
|---|------------------|
| SS Burners | Limited Lifetime |
| Ignition Systems and Accessories (side burners, motors, thermometers) | 1 Year |
| Infrared Burners and Vaporizer Panels | 3 Years |
| All other parts | 10 Years |

| Broilmaster | |
|--|----------|
| Aluminum Grill Housing (except paint), SS Cooking Grids, Griddles, Warming Rack, Bowtie Burner, SS Carts and SS Mountings and SS Built-in Components | Lifetime |
| H-Series, Q-Series, R3B SS Burners and Side Burners | 10 Years |
| Infrared Burners on R3 & R3B, Flare Buster Ceramic Flavor Enhancers, Painted Electro-Galvanized Steel Components and SS Smoker Shutter | 5 Years |
| Porcelain Coated Steel Briquet Racks, Chrome-Plated Warming Rack, Stainless Steel Flavor Screen and Stainless Steel Heat Shield | 2 Years |
| Valves, Knobs, Ignitors, Labels, Hose Fitting, Grease Cups, and All Other Parts and Accessories | 1 Year |

| Primo Grills and Smokers | |
|--|------------------|
| All Ceramic Parts and Burners | Limited Lifetime |
| All Metal Parts | 5 Years |
| Thermometer and Felt Gasket | 30 Days |
| Cast Iron Parts, Valves, Knobs and Accessories | 1 Year |

| American Fyre Designs | |
|---|---------|
| All GFRC Fire Features and Burners | 3 Years |
| Electric Components, Valves, Controls and Accessories | 1 Year |

| Firegear | |
|--|----------|
| Construction, Manufacturing Defects, SS Burners and Pans | Lifetime |
| Gas Valves, Spark Igniter, Pilot Assemblies | 5 Years |
| AWS/TFS/TMSI/MT Electronic Components | 5 Years |
| Refractory Log Sets, RTF/Enclosures and Skytech Manufactured Optional Controls | 5 Years |