

OUTDOOR FIREPLACE COLLECTION



CERAMIC LOG ASSEMBLY INSTRUCTIONS

SCAN TO VISIT
WARMING-TRENDS.COM



WARMING  **TRENDS**[®]

Version 1.1 - 7/01/24

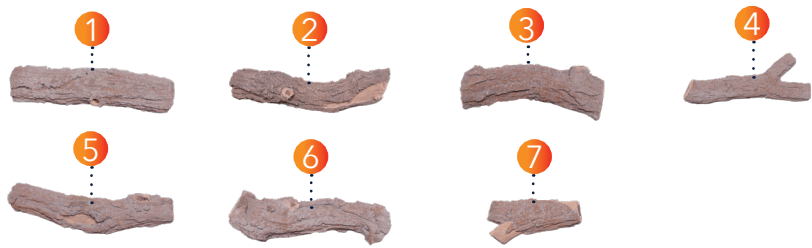
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CERAMIC LOGS FOR 30" FIREPLACE OPENINGS OR LARGER

H-STYLE (104355 - NG | 104356 - LP)
TREE-STYLE (104357 - NG | 104358 - LP)

Fits Optional Ceramic Log Sets: Western Oak Small (WOS) or Mountain Split Small (MSS).
(Sold Separately)



STEP 1



STEP 2



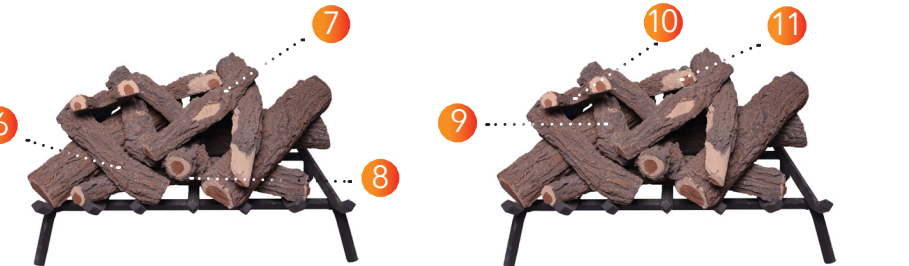
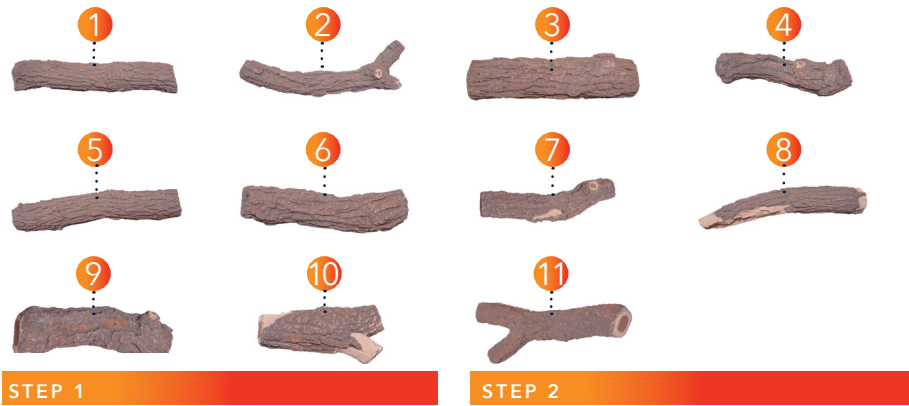
STEP 3



CERAMIC LOGS FOR 36" FIREPLACE OPENINGS OR LARGER

H-STYLE (104359 - NG | 104360 - LP)
TREE-STYLE (104361 - NG | 104362 - LP)

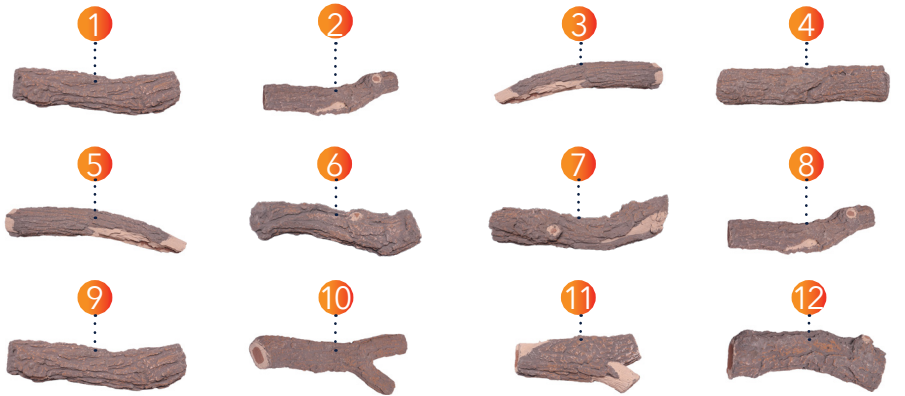
Fits Optional Ceramic Log Sets: Western Oak Medium (WOM), Western Oak Large (WOL), Mountain Split Medium (MSM), or Mountain Split Large (MSL). (Sold Separately)



CERAMIC LOGS FOR 42" FIREPLACE OPENINGS OR LARGER

H-STYLE (104363 - NG | 104364 - LP)
TREE-STYLE (104365 - NG | 104366 - LP)

Fits Optional Ceramic Log Sets: Western Oak Large (WOL) or Mountain Split Large (MSL).
(Sold Separately)



STEP 1

STEP 2



STEP 3

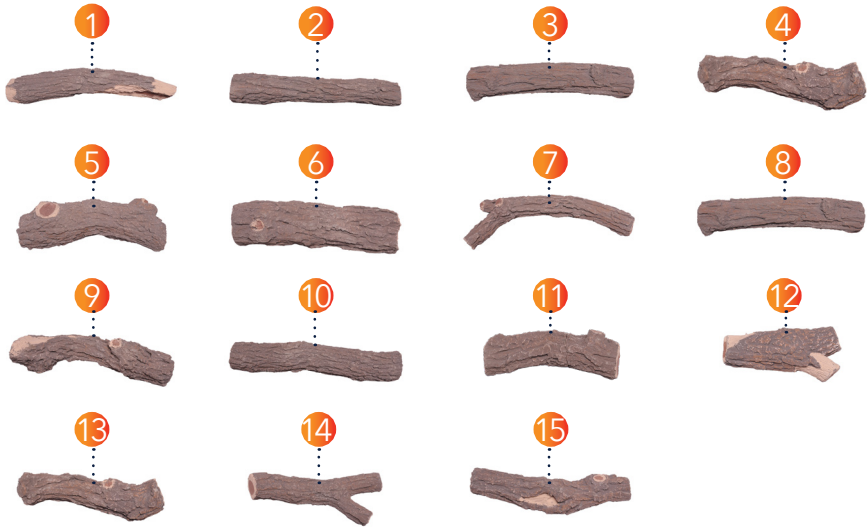
STEP 4



CERAMIC LOGS FOR 48" FIREPLACE OPENINGS OR LARGER

H-STYLE (104367 - NG | 104368 - LP)
TREE-STYLE (104369 - NG | 104370 - LP)

Fits Optional Ceramic Log Sets: Western Oak Large (WOL) or Mountain Split Large (MSL).
(Sold Separately)



STEP 1



STEP 2



STEP 3



STEP 4



WARRANTY

FULL LIFETIME WARRANTY FOR CROSSFIRE® BURNERS

Warming Trends warrants that each Warming Trends® CROSSFIRE® and other jetted-flame-brass burners sold through Warming Trends' distribution network (each as "Burner") is free from defects in materials and workmanship and conforms to its specifications, which are available upon request. We offer a lifetime, full warranty for our Burners, regardless of ownership, beginning on the date of purchase ("Warranty Period"). This warranty is transferable, but we reserve the right to require proof of ownership for any transferred burners including proof that the Burner was not acquired through improper means or unauthorized re-sellers. During the Warranty Period, Warming Trends provides repair and exchange services for the Burners, without charge. If a Burner does not function as warranted during the Warranty Period and, after a reasonable number of attempts, Warming Trends is unable to either:

1) make it do so or 2) replace it with one that is at least functionally equivalent, you may return it to Warming Trends and your money will be refunded. The warranty stated above will not apply to the extent that there has been misuse or use contrary to specifications or the appropriate user or operating manual, installation defect, accident, modification, unsuitable physical or operating environment, operation in other than the specified operating environment (e.g., outdoor burners should only be used outdoors) improper maintenance by you, or failure caused by a product for which Warming Trends is not responsible. With respect to Burners, the warranty is voided by removal or alteration of any identification labels or marks on any Burner or part. Any use of unapproved fuels and/or combustible materials will void all warranties.

ITEMS NOT COVERED BY FULL WARRANTY FOR BURNERS

OTHER THAN AS EXPRESSLY STATED ABOVE, WARMING TRENDS DOES NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION OF ANY BURNER, OR THAT WARMING TRENDS WILL CORRECT ALL DEFECTS.

This warranty is specific to Burners and does not apply to any other product sold by Warming Trends, which may be covered by separate warranties with different terms. Warming Trends does not warrant any services related to our Burners, including installation, unless we provided those services to you. You may have warranty rights from the service provider, but we make no representations or warranties express or implied regarding any third-party service provider and our warranties do not apply to failures caused by their work.

IGNITION SYSTEMS WARRANTIES RESIDENTIAL INSTALLATIONS

Platinum Ignition Systems™ are warranted for three (3) years from date of purchase, when installed on a Warming Trends plate or pan and with listed CROSSFIRE® burners as set forth as Certified with Platinum Ignition Systems in the Platinum Ignition System Instruction Manual or as otherwise approved by Warming Trends, in writing, prior to sale. In the event a Platinum Ignition System must be replaced due to a defect or malfunction of the system, Warming Trends® will repair or replace the system at no cost for the first year. This warranty does not cover labor costs and will be automatically voided if the ignition system is installed or used with a non-specified burner, accessories or recommended plate or pan, and cover. 24VIK and 3VIK systems are warranted for one (1) year from the date of purchase and, thereafter, are covered by a limited warranty for two (2) years from date of purchase. In the event a 24VIK or 3VIK system must be replaced due to a defect or malfunction of the system, Warming Trends® will repair or replace the system at no cost for the first year. In the event a 24VIK or 3VIK system fails after the first year from date of purchase and within two years from date of purchase, Warming Trends will repair or replace the system for a cost of 50% of the current list price. This warranty does not cover labor costs.

P24VIK Systems are warranted for three (3) years from date of purchase. In the event a system must be replaced due to a defect or malfunction of the system, Warming Trends will repair or replace the system at no cost for the first three (3) years. This warranty does not cover labor costs.

Mercury Ignition Systems™ are warranted for three (3) years from date of purchase, when installed on a Warming Trends plate or pan and with listed CROSSFIRE® burners as set forth as Certified with Mercury Ignitions in the Mercury Ignition Instruction Manual or as otherwise approved by Warming Trends, in writing, prior to sale. In the event a Mercury Ignition system must be replaced due to a defect or malfunction of the system, Warming Trends will repair or replace the system at no cost for the first three years.

This warranty does not cover labor costs and will be automatically voided if the ignition system is installed or used with a non-specified burner, accessories or recommended plate or pan, and cover.

Push Button Ignition Systems are warranted for one (1) year from date of purchase. In the event a Push Button Ignition System must be replaced due to a defect or malfunction of the system, Warming Trends will repair or replace the system at no cost. This warranty does not cover labor costs and will be automatically voided if the ignition system is installed or used with a non-specified burner, accessories or recommended plate or pan, and cover.

COMMERCIAL INSTALLATIONS

Platinum Ignition Systems™ are warranted for one (1) year from date of purchase, when installed on a Warming Trends plate or pan and with listed CROSSFIRE® burners as set forth as Certified with Platinum Ignition Systems in the Platinum Ignition System Instruction Manual or as otherwise approved by Warming Trends, in writing, prior to sale. In the event a Platinum Ignition System must be replaced due to a defect or malfunction of the system, Warming Trends will repair or replace the system at no cost. This warranty does not cover labor costs and will be automatically voided if the ignition system is installed or used with a non-specified burner, accessories or recommended plate or pan, and cover.

24VIK, 3VIK, and P24VIK systems are warranted for one (1) year from date of purchase. In the event a 24VIK, 3VIK, or P24VIK system must be replaced due to a defect or malfunction of the system, Warming Trends will repair or replace the system at no cost. This warranty does not cover labor costs.

Mercury Ignition Systems™ are warranted for one (1) year from date of purchase, when installed on a Warming Trends plate or pan and with listed CROSSFIRE® burners as set forth as Certified with Mercury Ignitions in the Mercury Ignition Manual or as otherwise approved by Warming Trends, in writing, prior to sale. In the event a Mercury Ignition system must be replaced due to a defect or malfunction of the system, Warming Trends will repair or replace the system at no cost for the first year. This warranty does not cover labor costs and will be automatically voided if the ignition system is installed or used with a non-specified burner, accessories or recommended plate or pan, and cover.

Push Button Ignition Systems are warranted for six (6) months from date of purchase. In the event a Push Button Ignition System must be replaced due to a defect or malfunction of the system, Warming Trends will repair or replace the system at no cost. This warranty does not cover labor costs and will be automatically voided if the ignition system is installed or used with a non-specified burner, accessories or recommended plate or pan, and cover.

ITEMS NOT COVERED BY WARRANTIES FOR IGNITION SYSTEMS

Warming Trends does not warrant any services related to our Electronic and Manual Ignition Systems, including, without limitation, installation, unless we provided those services to you. You may have warranty rights from the service provider, but we make no representations or warranties express or implied regarding any third-party service provider and our warranties do not apply to failures caused by their work.

Problems or defects in the functioning of the systems due to gas plumbing or electrical installed by others are not covered by any warranty offered by Warming Trends.

DISCLAIMER OF ADDITIONAL WARRANTIES

OTHER THAN THE SPECIFIC WARRANTIES SET FORTH IN THIS WARRANTY POLICY, WARMING TRENDS MAKES NO REPRESENTATIONS OR WARRANTIES WITH RESPECT TO ITS BURNERS OR IGNITION SYSTEMS, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

No dealer, distributor, or other person has the authority to represent or warrant a Warming Trends product beyond the terms contained within this warranty, and Warming Trends assumes no liability for such warranty representations. Any questions concerning this warranty should be directed to the Warming Trends corporate office or via email to legal@warming-trends.com.

ADDITIONAL TERMS AND CONDITIONS

ALL BURNERS AND ELECTRONICS MUST BE COVERED WHEN NOT IN USE OR WARRANTY IS NULL AND VOID.

While some of our warranties are passed-through or provided in cooperation with affiliates and/or third parties, Warming Trends will honor the warranties contained in this Warranty Policy for all products purchased from us, but we may coordinate internally with the necessary third parties in order to do so.

RETURN POLICY

RETURNS

We hope that you truly enjoy your Warming Trends purchase. If you are not satisfied, we accept product returns for thirty (30) days of date of purchase, subject to the conditions below. Purchases made between December 1st and December 24th may be returned for forty-five (45) days from the date of purchase, subject to the conditions below.

We only accept returns for products purchased directly from Warming Trends. Proof of Purchase from Warming Trends is required. For products purchased elsewhere, please contact that business regarding your return.

Please email your request for return together with the Proof of Purchase to Orders@Warming-Trends.com. Upon receipt of your request, we will email you our return address. All returns must be shipped by the customer to Warming Trends at the customer's expense and risk of loss.

Upon receipt of your return, we will process it within 7 - 10 business days. Depending on your bank's processing time, it may take up to 10 days after we process the return to reflect on your account.

DAMAGED, DEFECTIVE, OR INCORRECT ITEMS

Once you receive your order, you have seven (7) days to open and inspect the product(s). If anything is missing or damaged, or not what you ordered, please contact us at Orders@Warming-Trends.com with photos/videos of the issue. One of our team members will reach out to assist you with a return/replacement.

LIKE-NEW CONDITION

Items must be in like-new condition upon our receipt. Items that are damaged, unsanitary, dented, scratched, or missing parts will not be accepted for return.

PRODUCT ACCESSORIES AND PACKAGING

Product returns must include all accessories and packaging. If not included, we may either deny the return, or allow a return with a nonrefundable deduction on your refund for what is missing.

CALIFORNIA RESIDENT PROP 65 WARNING



WARNING: This product can expose you to chemicals including nickel, which is known to the State of California to cause cancer, carbon monoxide and Bisphenol A, which are known to the State of California to cause birth defects or other reproductive harm, and lead, which is known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

CONTACT US

REPLACEMENT PARTS, QUESTIONS, OR NEED ASSISTANCE? OUR TEAM IS HAPPY TO HELP.

Call our Flame Specialists at (303) 346-2224 or email us at Orders@Warming-Trends.com.

For more information about Warming Trends products, please visit us at www.Warming-Trends.com.

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