

## CATALYTIC COMBUSTOR WARRANTY COVERAGE

### IMPORTANT WARRANTY INFORMATION FOR CATALYTIC COMBUSTOR

Effective March 1 2019

Any and all claims for catalytic combustor must be filed **by the consumer** directly with their authorized Regency Dealer. FPI/Regency does not handle these claims directly with consumers.

Please follow the instructions below for your catalytic combustor under warranty. To learn more about the care and maintenance of the catalytic combustor, please visit our website: [www.firecatcombustors.com](http://www.firecatcombustors.com).

Any warranty coverage prior to this date will be covered by the original warranty when the appliance was purchased.

- (1) Ten year coverage from Regency – not the supplier of the catalytic combustor.
- (2) All claims must be made through the dealer where the appliance had been purchased.
- (3) One no-charge replacement at any time within the ten (10) year period.
- (4) Second replacement at 50% off retail\* within the original ten (10) years.
- (5) Subsequent replacements or if Ten (10) coverage has expired at full retail\* price.
- (6) The catalytic combustor must not have been mechanically abused, nor must the wrong fuels have been used in the appliance.
- (7) All claims must be accompanied by clear photos of the catalytic combustor showing all damage and also showing existing internal venting from the stove.

The consumer will be responsible for removal, any servicing. This warranty is REGENCY® exclusive warranty and REGENCY® disclaims any other express or implied warranty for the catalytic combustor, including any warranty or merchantability of fitness for a particular use.

**NO LABOR WILL APPLY.**

All warranty claims must be sent to: Regency Fireplace Products  
By Authorized Regency Dealer

\* Prices subject to change.

Regency reserves the right to reject any claim if it is determined the damage is a result of misuse, abuse or improper cleaning/handling.