



# WARRANTY

## COYOTE OUTDOOR LIVING PRODUCTS LIMITED WARRANTY

Coyote Outdoor warrants to the original purchaser at the original site of delivery with proof of purchase of each Outdoor Gas grill/Side burner that when subject to normal residential use, it is free from defects in workmanship and materials for the periods specified below. This warranty excludes grills used in rental and commercial applications. This warranty excludes surface corrosion, scratches and discoloration which may occur during normal use. It does NOT cover labor or labor-related charges. There will be shipping and handling charge for the delivery of the warranty part(s).

### COMPONENT WARRANTY PERIOD

Cooking Grids (no rust or burn through) 5 years (limited)

Heat Control Grid (no rust or burn through) 2 years (limited)

Electric/Plastic Components 2 years (limited)

Ignition systems/Valves 1 year (limited)

Stainless Steel Burners ( no rust or burn through) Limited lifetime

Stainless Steel frame/housing Limited lifetime

Our obligation under this warranty is limited to repair or replacement, at our option, of the product during the warranty period. The extent of any liability of Coyote under this warranty is limited to repair or replacement. This warranty does not cover normal wear of parts, damage resulting from any of the following: negligent use or misuse of the product, use on improper fuel/gas supply, use contrary to operating instructions, or alteration by any person other than a factory service center. The warranty period is not extended by such repair or replacement.

### WARRANTY CLAIM PROCEDURE:

If you require service or parts for your Coyote Grill, please contact our Warranty Service Center for factory direct assistance. Our hours of operation are 8 am to 4 pm CST. The phone number is 855.520.1559. You may also fill out warranty claims online at [www.coyoteoutdoor.com](http://www.coyoteoutdoor.com). Please have your model number, serial number and proof of purchase available for any warranty claim.

Coyote Outdoor may require the return of defective parts for examination before issuing replacement parts. If you are required to return defective parts, shipping charges must be prepaid by the customer. Upon examination and to Coyote Outdoor's determination, if the original part is proven defective, Coyote Outdoor, may approve your claim and elect to replace such parts without charge. In any instance, customer is responsible for shipping and handling of the replacement parts. Product repair as provided under this warranty is your exclusive remedy. Coyote Outdoor shall not be liable for any incidental or consequential damages for breach of any express or implied warranty on its products.

This warranty does not cover any failures of operating difficulties or operating difficulties due to accidents, abuse, misuse, alteration, misapplication, vandalism, improper installation, maintenance or service, damages caused by flashback fire or grease fires, as set out in the Owner's Manual. This warranty does not cover scratches, dents, corrosion or discoloration caused by weather, heat, abrasive and chemical cleaners, pool or spa chemicals, and/or any tools used in the assembly or installation of this unit. This warranty does not cover paint loss, surface rust, corrosion or stainless steel discoloration which is considered normal wear and tear. This warranty does not cover the cost of any inconvenience, personal injury, or property damage due to improper use or product failure. Deterioration or damage due to severe weather conditions such as hail, hurricanes, earthquakes, tsunamis, tornadoes, terrorism, discoloration due to exposure to chemicals either directly or in the atmosphere, Acts of God/forces of Nature are not covered by this limited warranty.

## **Coyote's commitment to Passion, Design & Value extends to our network of retailers!**

### **Unauthorized Sellers/Dealers**

Only officially authorized Coyote Outdoor Living, Inc. dealers are allowed to sell Coyote products. Coyote products come standard with a factory-backed warranty, which will only be honored if the products are purchased through an authorized dealer/distributor, or Coyote Outdoor Living, Inc. directly. If you obtain a Coyote product(s) from an unauthorized dealer, your warranty will not be honored and we cannot offer you the assurances of quality and satisfaction afforded by purchases made through authorized dealers. If you are uncertain about purchasing from a specific dealer, before you purchase, please contact us directly at 855-520-1559, or via email at 855-520-1559.

Coyote products sold by our "authorized" Amazon seller network will come with Coyote Outdoor Living's full factory warranty.

Current Amazon Seller Network:

- VM Express
- BBQ Island
- Brandster Inc.
- CookingPremiumStore
- Watershed Appliance

- BBQGuys
- 247Grills

Coyote products purchased through sellers not mentioned above will not come with a factory warranty.

Also, any product that is purchased as “B-stock” (damaged, open box, scratch and dent, used, refurb, etc...), will **not** come with a factory warranty.

## **Avoiding Unauthorized Dealers**

Be aware of where your product is coming from!

Products sold by unauthorized dealers are not purchased from one of its authorized dealers/distributors, or Coyote Outdoor Living, Inc. directly. Instead, they are typically acquired from a long list of improper, unethical, or even criminal business tactics. Due to the nature of the goods sold by unauthorized dealers and the unknown nature of their business practices, products sold by unauthorized dealers are not entitled to Coyote Outdoor Living, Inc. warranty coverage. Additionally, many of these unauthorized dealers (online and brick & mortar stores) change names and locations frequently so they cannot be reached to solve customer support issues. Other sites/stores simply go out of business.

We are using our best efforts to prohibit these companies from taking advantage of consumers, but these practices still exist. To ensure that you receive the quality products and service that you are entitled to when you purchase Coyote products, it is important that all your purchases of our products be made only through an authorized retailer of Coyote Outdoor Living, Inc.

### **How do I determine if a dealer is authorized to sell Coyote products?**

Coyote Outdoor Living, Inc. retails the majority of its product through a network of Distributors. By working closely with our distribution network, we are able to continually maintain an active authorized seller/dealer list. If at any point, we are not able to provide you a verified answer immediately, our Customer Support team will reach out to the Distributor immediately to verify the dealer in question. If you have any doubt, please contact us at 855-520-1559, or via email at [support@coyoteoutdoor.com](mailto:support@coyoteoutdoor.com).

### **What happens to my warranty if I purchase through an unauthorized dealer?**

Any Coyote product that has been purchased from an unauthorized dealer, or if the original factory serial number has been defaced (or replaced in any way), will not be honored or serviced under the existing Coyote Outdoor Living, Inc. warranty policy.

### **The dangers of purchasing uncertified products**

Coyote products sold by unauthorized dealers sometimes are purchased on a secondary “gray” market and can be damaged, defective, refurbished, stolen or even counterfeit. It’s not uncommon for such dealers to deny responsibility for product/support issues. Beware that if we are unable to validate the original purchase date and ownership, your warranty will not be fulfilled.

## Did you already purchase from an unauthorized dealer?

If you find out that you have already purchased product from an unauthorized dealer, we would suggest that you try and return your product to the site/store you purchased it from and then purchase again through an authorized retailer. This will ensure that Coyote can fully support you for the lifetime of your grill, as many components of our grills come with a standard lifetime guarantee to the original purchaser. Although Coyote cannot assist you in the return process, we can make sure to get you in contact with an authorized Dealer that also truly cares about our Customers. Again, our Customer Support phone number is 855-520-1559, or via email at [support@coyoteoutdoor.com](mailto:support@coyoteoutdoor.com).



### PRODUCTS

**GAS GRILLS**

**PIZZA  
OVENS**

**PELLET &  
CHARCOAL  
GRILLS**

**FLAT TOP  
GRILLS**

**SMOKERS**

**PORTABLE  
& ELECTRIC  
GRILLS**

**SIDE &  
POWER  
BURNERS**

### ISLAND ACCESSORIES

**REFRIGERATION**

**ICE STORAGE &  
SINKS**

**STORAGE &  
TRASH**

**VENTILATION**

**CARTS**

**ACCESSORIES**

### SUPPORT

**LIFESTYLE**

**ABOUT US**

**CONTACT US**

**REGISTER  
PRODUCT**

**DEALER  
LOCATOR**

**MANUALS &  
GUIDES**

**KNOWLEDGE  
HUB**

**BUILDER  
RESOURCES**

**WARRANTY**

**PROMOTIONS**