



28 West Adams, Suite 1810  
Detroit, MI 48226

## DuraVent Lifetime Limited Warranty - Residential Applications – U.S. and Canada

DuraVent, Inc. (“DuraVent™”) provides limited warranty coverage on DuraVent products\* (the “Products”), purchased from DuraVent or an authorized DuraVent™ Group seller, as described in this Limited Warranty. This Limited Warranty does not apply to other products. This is the only limited warranty coverage provided by DuraVent with respect to the Products. This Limited Warranty gives you specific legal rights, but you may also have other rights which vary from state to state.

### Warranty Coverage

DuraVent Products are warranted against defects in factory workmanship and materials for the lifetime of the Products as follows, subject to the limitations, requirements, conditions and exclusions set forth below.

<b>Professional Installations**</b>	<b>Other Installations</b>	<b>Single Wall Stovepipe/PolyPro</b>
<ul style="list-style-type: none"> <li>- 1 to 15 years – 100% coverage (replacement product supplied at no cost)</li> <li>- After 15 years – 50% coverage (replacement product supplied at 50% of MSRP in effect at time of claim)</li> </ul>	<ul style="list-style-type: none"> <li>- 1 to 10 years – 100% coverage (replacement product supplied at no cost)</li> <li>- After 10 to 15 years – 75% coverage (replacement product supplied at 25% of MSRP in effect at time of claim)</li> <li>- After 15 years – 50% coverage (replacement product supplied at 50% of MSRP in effect at time of claim)</li> </ul>	<ul style="list-style-type: none"> <li>- Single Wall Stovepipe coverage applies for 5 years - 100% coverage (replacement product supplied at no cost). No limited warranty coverage after 5 years.</li> <li>- PolyPro coverage applies for 10 years - 100% coverage (replacement product supplied at no cost). No limited warranty coverage after 10 years.</li> </ul>

Each of the limited warranty coverage periods runs from the initial installation of the Products in the Product purchaser’s home and continues for the duration of the original installation in the home in which the Products are first installed. Coverage under this Limited Warranty is available to subsequent owners of the home in which the Products are first installed, upon proper documentation including Product purchase and installation documents and any other documentation requested by DuraVent. This Limited Warranty applies only to warranted defects which first manifest themselves, and are reported to DuraVent®, within the applicable warranty coverage period, and is subject to the proof of purchase and installation documentation requirements set forth below. Limited Warranty coverage does not include labor costs.

THERE MAY BE NO IMPLIED WARRANTIES FROM DURAVENT APPLICABLE TO THE PRODUCTS UNDER APPLICABLE LAW, AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) OR STATUTORY CONDITIONS ARE EXCLUDED AND DISCLAIMED WHERE ALLOWED BY LAW. IF APPLICABLE, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN MINIMUM DURATION ALLOWED BY LAW, and are subject to the proof of purchase and installation documentation requirements set forth below. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

### Installation and Other Requirements

Limited Warranty coverage on the Products is applicable only if certain installation, maintenance and cleaning requirements are met as follows:

- All Products must be installed, maintained and cleaned in accordance with DuraVent’s applicable instructions (Contact DuraVent for further information – see contact information below), and in accordance with applicable building codes and requirements.
- DuraVent will require proof of Product purchase, cleaning/maintenance in accordance with applicable instructions, professional installation (if applicable to the limited warranty coverage and service being requested), and inspection requirements have been met as a condition of providing service under this Limited Warranty. If proof of these requirements is not provided, no Limited Warranty Coverage is applicable, and this Limited Warranty is void.



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## Exclusions From Warranty Coverage

Certain items and circumstances are excluded from coverage under this Limited Warranty, and warranty coverage does not apply to:

- Products (including components and other parts) which are not manufactured by DuraVent or covered by this limited warranty.
- Products purchased from unauthorized sellers, including Products purchased from unauthorized internet sites.
- Damage caused by improper system design, including the use of inappropriate, improper or incompatible components and other parts.
- Products which are not installed, maintained and cleaned as required (see above), including any damage resulting from the failure to meet those requirements.
- Products which are removed from their original installation, and reinstalled in or moved to another location (in the same or a different home).
- Products which are not used in accordance with DuraVent's instructions (Contact DuraVent for use instructions – see contact information below).
- Damage or deterioration caused by normal wear and tear, environmental or use-related conditions (such as salt air, smoke damage, or chimney fires), or the use of corrosive or improper cleaning chemicals.
- Damage caused by any modification or alteration of the Products, including improper repairs.
- Damage caused by the improper or negligent use or misuse of the Products.
- Damage caused by burning improper fuels or materials in any appliance or fireplace where the DuraVent Products are installed (waste oil, #6 oil, driftwood, wood containing salt, preservative-treated lumber, plastic and household trash or garbage, or wood pellets containing such materials, or other improper fuels and materials; corn, bio-fuels in products other than Pellet Vent Pro).
- PolyPro® Products are intended for venting only category II & IV appliances burning Natural Gas, Propane and Oil; damage caused by the use of any other fuels in these products is excluded from warranty coverage.
- Damage caused by the failure to properly service, inspect and maintain the Products.
- Damage caused by acts of God, or other external causes.
- Products in which chimney fires have occurred (including chimney fires in any component or part used in connection with the DuraVent products), unless the chimney and all associated components are inspected and approved by a certified Chimney Sweep for re-use.
- Commercial applications not expressly approved by DuraVent.

## Remedies

If a defect covered by this Limited Warranty occurs, DuraVent will repair or replace the defective Product or component (including replacement with an equivalent product or component) as the sole and exclusive remedy under this Limited Warranty, at DuraVent's option, subject to any applicable customer copayment obligation as set forth above. All labor costs and installation costs for repairing or replacing the defective Product or component, including the cost of accessing and reinstalling the Products, are the Customer's expense and are excluded from warranty coverage. Additionally, DuraVent® has no responsibility or liability for any incidental or consequential damages arising out of or relating to this Limited Warranty, including damages or losses for inconvenience, interest or finance charges, or other costs or expenses, and ALL SUCH DAMAGES AND CLAIMS ARE EXCLUDED AND DISCLAIMED FROM THIS LIMITED WARRANTY. In no event shall DuraVent's® liability under this Limited Warranty exceed the purchase price of the Product. Some states do not allow the limitation or exclusion of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## Customer Responsibilities

- All warranty claims must be submitted to DuraVent with proof of purchase showing when and where the Product was purchased, including proof of installation or maintenance, and photos or images supporting the claim.
- The Customer must notify DuraVent® of any claim under this Limited Warranty within fifteen (15) days after the warranted defect first arises.



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- DuraVent must be given the opportunity to inspect and remedy any defect covered by this Limited Warranty, before any repairs or other work is commenced by or on behalf of the Customer, or anyone else. The failure to comply with this requirement voids this Limited Warranty in its entirety.

## General

The terms and conditions of this warranty may not be modified, altered or waived by any action, inaction or representation, whether oral or in writing, except upon the express, written authority of an executive officer of DuraVent. If you would like a physical copy of this warranty, contact DuraVent and we will send you a copy.

## Contact Information

Claims for service under this limited warranty should be submitted by using DuraVent's online claim form ([Warranty Claim / Réclamation de garantie](#)).

For further information, DuraVent® may be contacted at:

DuraVent Customer Service  
28 W. Adams, Suite 1810  
Detroit, MI 48226  
800-433-6341  
[residential@duraventgroup.com](mailto:residential@duraventgroup.com)

*This warranty applies to all products sold on or after April 30, 2026, and supersedes any warranty statements that may be printed in product manuals or product packaging for products first sold or installed prior to that date.*

\* Products covered under this Limited Warranty: DuraTech® 5"-8", DuraTech® DTC, DuraPlus HTC®, DuraTech® Premium, DuraChimney® II, DuraPlus® Canada 2, DuraPlus® 2, DuraBlack®, DVL®, PelletVent Pro®, PelletVent®, DirectVent Pro®, DirectVent Pro® 8x11, CVS®, DuraLiner®, DuraFlex® SW, DuraFlex® Pro, DuraFlex® 316, DuraFlex® 304, DuraFlex® AL, FasNSeal®, FasNSeal® W2, FasNSeal® Flex, FasNSeal® 80/90, PolyPro®, PolyPro® Concentric, Model BV

\*\* Professional Installations must be done by a licensed HVAC, gas or building contractor with prior chimney experience; CSIA Certified Chimney Sweep; NFI Certified Specialist; or WETT Certified Progressional.