



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 seller, as described in this Limited Warranty. This Limited Warranty does not apply to other products. This is the only express 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 durations set forth below, subject to the limitations, requirements, conditions, and exclusions set forth below.

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

Each of the limited warranty coverage periods runs from the date of purchase or delivery (if later than the date of purchase) by the original end user purchaser and continues for the duration of the original installation in the residential premises in which the Products are first installed, subject to the durations above. This Limited Warranty is transferable to subsequent owner(s) of the residential premises in which the Products are first installed, upon proper documentation, including: Product purchase documentation (showing when and where the product was originally purchased), installation documents (showing who performed the installation and when), 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 ARE NO WARRANTIES BEYOND THOSE STATED HEREIN. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO THE PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY TO THE FULLEST EXTENT ALLOWED BY LAW. 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 purchase, installation, maintenance, and cleaning requirements are met as follows:

- Products must be purchased, 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.
- For the United States Only: Because Duravent cannot control the quality of products sold by unauthorized sellers, this warranty applies only to products that were purchased from us or our authorized sellers in the United States, unless otherwise



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prohibited by law. Duravent reserves the right to reject warranty claims for products purchased from unauthorized sellers, including unauthorized Internet sites.

- Duravent will require proof of Product purchase showing when and where the Product was purchased, cleaning/maintenance records in accordance with applicable Duravent instructions, proof of professional installation (if applicable to the limited warranty coverage and service being requested), and (only if photos or videos are inadequate) proof of inspections performed in accordance with the manual have been met as a condition of providing service under this Limited Warranty. Failure to provide such documentation may result in denial of the claim until the documentation is provided.

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.
- (For the U.S. Only): Products purchased from unauthorized sellers, including Products purchased from unauthorized internet sites, because of the inability for Duravent to control the quality of products sold by such sellers, and to the fullest extent permitted by law.
- Damage caused by improper system design, including the use of inappropriate, improper, or incompatible components and other parts with the Product.
- 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 residential premises).
- 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 (e.g., burning of waste oil, #6 oil, driftwood, wood containing salt, preservative-treated lumber, plastic or household trash or garbage, or wood pellets containing such materials, other improper fuels and materials such as corn and bio-fuels in products other than Pellet Vent Pro).
- PolyPro® Products are intended for venting only in category II & IV appliances burning natural gas or propane and oil, and damage caused by the use of any other fuels in these Products is excluded from warranty coverage. See warranty manual for further instructions.
- Damage caused by the failure to properly service, inspect, and maintain the Product(s).
- Damage caused by acts of God including, but not limited to, fire, flood, earthquake, storm, or other external events beyond Duravent's control.
- 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.
- Non-residential applications, including Commercial applications not expressly approved in writing 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 at the customer's expense and are excluded from warranty coverage. **ADDITIONALLY, UNDER NO CIRCUMSTANCES SHALL DURAVENT HAVE ANY RESPONSIBILITY OR LIABILITY FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED**



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UPON BREACH OF THIS LIMITED WARRANTY, ARISING OUT OF OR RELATING TO THIS LIMITED WARRANTY, OR BREACH OF CONTRACT OR STRICT LIABILITY, 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 TO THE FULLEST EXTENT PERMITTED BY LAW. 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 and/or videos supporting the claim.
- The customer must notify Duravent of any claim under this Limited Warranty within fifteen (15) days after discovery, or within a reasonable period of time as required by law.
- 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 to the extent Duravent is prejudiced by such failure.

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 can be contacted at:

Duravent Customer Service
28 W. Adams, Suite 1810
Detroit, MI 48226
800-433-6341
residential@duraventgroup.com

This warranty applies to all products sold on or after May 29, 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 Professional.