

## “DVG GLOBAL” LIMITED LIFETIME WARRANTY

Duravent Group (“Duravent”, “Hart & Cooley”, “Amerivent”, “Security”, “Selkirk”, “we”, “us”, “our”) warrants our Global Residential Chimney & Venting products (\* defined below) (“Products”) to be free from defects in material and workmanship at the time of manufacture. This warranty is only applicable to Products purchased through a listed/approved DGV brand customer. For Products installed after January 1, 2024, we will provide replacement product with a similar or like quality of available Duravent Global Product, **free of charge** (excluding any installation costs) for a period of ten (10) years from original installation. From the tenth (10th) anniversary of original installation through the fifteenth (15th) anniversary of original installation, we will provide replacement product at a cost of 75% off the published Retail Price in effect on the date we receive the claim (excluding any installation costs). At expiration of the fifteen (15) year period, we will provide replacement Product at a cost of 50% off the published Retail Price in effect on the date we receive the claim (excluding any installation costs). This warranty coverage is transferable from the original owner to the subsequent owners but only applies to products that remain at the site of original installation. The warranty period shall commence on the earlier of 24 months following the date of product shipment or the date of original installation.

### PROFESSIONAL INSTALLATION:

If installation is performed by Professional Installers certified in Canada by WETT or I'APC or in the USA by NFI or CSIA, we will provide replacement product with a similar or like quality of available product, free of charge (excluding any installation costs) for the full Fifteen (15) year warranty period. To be eligible for this additional level of warranty coverage, the owner must provide a proof of installation by a Professional Installer when submitting a claim.

### LIMITATIONS:

Buyer's remedies are limited to repair or replacement of the Product and do not include installation costs. Except as set forth herein, all other warranties (express or implied, including the warranties of merchantability and fitness for a particular purpose) are hereby disclaimed. It is agreed that repair or replacement shall be the sole and exclusive remedy of the buyer. In no event shall we be liable for any consequential, special, or punitive damages arising directly or indirectly from the Products whether based on warranty, contract, negligence or strict liability. This warranty provides no cash surrender value. 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 Group (DVG).

All lengths, tees, elbows, and components supplied by us are subject to warranty coverage. Product supplied by us as replacement for original material will be subject to a one-year warranty coverage when properly installed pursuant to the manufacturer's installation instructions and appropriate codes.

**WARNING:** Failure to install or operate Products according to the manufacturer's instructions, or failure to use Products with residential appliances that have been certified at an accredited laboratory will void all applicable warranties.

### THIS WARRANTY DOES NOT COVER:

- (a) any non-stainless base tee unit mounted or connected to an Insulated Chimney system;
- (b) costs (labor or otherwise\*\*) associated with either removing a previously installed Product, installing a replacement product, transportation or return of a Product, or transportation of replacement product;
- (c) damage to the finish of Products caused by the use of improper solvents/chemicals or improper (or lack of) cleaning methods;
- (d) damage resulting from normal wear and tear, smoke damage, or damage caused by chimney fires, corrosion from salt air or failure to reasonably clean, care for or maintain Products in accordance with our installation instructions/recommendations;
- (e) damage (to Products, appliances or structure) based on or resulting from improper installation or repair, misuse or abuse (including, but not limited to, excessive or improper operating condition), or alteration or adjustment other than in conformity with our installation instructions and specifications, whether performed by a contractor, service company, technician, or owner;
- (f) any Products that have been moved from their original installation site;
- (g) damage caused by burning driftwood, garbage, or any other prohibitive material that has been burned in the appliance served by the chimney;
- (h) damage that results from accidents such as riot, fire, flood, high winds, “acts of God”, or any other contingency beyond our control.

\*\*Due to the wide variance in installation practices and other conditions beyond our control, except as stated above, we do not guaranty or in any way warrant the installation of Chimney and Venting products.

**CLAIM PROCEDURE:** If you believe that a Product is defective, notify the applicable individual company by email or in writing at the address below:



**HART & COOLEY LLC**  
 4460 44th Street S.E., Suite F  
 Grand Rapids, MI 49512  
 ATTN: WARRANTY CLAIMS  
 1.800.423.4270  
 info@americanmetalproducts.com



**SELKIRK CORPORATION**  
 4460 44th Street S.E., Suite F  
 Grand Rapids, MI 49512  
 ATTN: WARRANTY CLAIMS  
 1.800.433.6341  
 info@selkirkcorp.com



**DURAVENT**  
 877 Cotting Ct.,  
 Vacaville, CA 95688  
 ATTN: WARRANTY CLAIMS  
 1.800.835.4429  
 www.duravent.com



**SELKIRK CANADA INC.**  
 P.O. Box 526, Depot 1,  
 Hamilton, Ontario, CANADA, L8L 7X6  
 ATTN: WARRANTY CLAIMS  
 1.888.735.5475  
 cscanada@selkirkcorp.com



**HART & COOLEY LLC**  
 4460 44th Street S.E., Suite F  
 Grand Rapids, MI 49512  
 ATTN: WARRANTY CLAIMS  
 1.800.433.6341  
 info@hartcool.com



**SECURITY CHIMNEY**  
 2125 Monterey Street  
 Laval QC H7L 3T6  
 ATTN: WARRANTY CLAIMS  
 1.800.361.4909 (US)  
 1.800.667.3387 (CAN)  
 info@chemineesecurite.com

Notification of a claim under this limited warranty should include the following: a description of the Product including the model and serial number (if applicable), a copy of the original proof of purchase (including the date of purchase), proof of installation by a professional Installer (if applicable), images showing the Product as installed, and a description of the alleged product defect. We reserve the right to inspect or investigate any warranty claims prior to determining whether to provide replacement product. If, as determined by us in our sole discretion, the repair or replacement of the Product is not commercially practicable or cannot be completed in a timely manner, we may refund the prorated purchase price paid for the Product upon verification by providing a copy of your invoice or receipt of bill of sale.

\*Products covered under the DVG Global Limited Lifetime Warranty: USP, UP, DIKAPT, RUBBERBOOT FLASHING