



FIVE YEAR LIMITED WARRANTY

Version 3 - Revised - DIY Kits Two Year Coverage

Warranty Period

Solid Rock Masonry LLC ("SRM") warrants to the original purchaser that masonry heaters, cook stoves, bake ovens, fireplaces, and approved related components manufactured by SRM will be free from substantial defects in materials and workmanship under normal residential use and proper operation for a period of five (5) years from the date installation is completed.

For owner-installed or third-party-installed **DIY kit systems**, warranty coverage on SRM supplied materials shall be limited to **two (2) years** from the date of delivery or installation completion, whichever occurs first.

This warranty applies only to products permanently installed at the original installation address unless properly transferred under the transfer section below.

What is Covered

At SRM's sole option, warranty remedies may include repair, replacement, or supply of equivalent parts or materials for covered defects. Covered items include:

- SR Core firebox components and castable refractory materials manufactured by SRM.
- Structural masonry defects within internal heat exchange channels caused by defective workmanship.
- Doors, frames, handles, latches, and hardware supplied by SRM that fail due to manufacturing defects.
- Chimney components manufactured and supplied directly by SRM.
- Reasonable labor costs for approved warranty repairs when the original installation was performed by SRM.

For DIY kit installations, coverage applies to qualifying SRM supplied materials only. Labor, travel, masonry tear-out, rebuild work, and third-party costs are excluded.

What is Not Covered

This warranty does not cover:

- Damage caused by misuse, abuse, neglect, or improper operation.
- Over-firing, excessive fuel loads, repeated overheating, or operating contrary to the owners manual.
- Burning wet wood, green wood, treated wood, painted wood, glued wood products, trash, or prohibited fuels.
- Smoldering fires or intentionally restricting combustion air during active burn cycles.
- Normal wear items including door gaskets, replaceable firebrick, ash grates, glass, and consumable seals.
- Surface rust, discoloration, soot staining, minor expansion noises, or cosmetic changes from normal use.
- Hairline cracks, shrinkage cracks, or minor surface checking that do not affect safe operation or performance.
- Chimney components not manufactured or supplied by SRM.
- Existing chimneys, reused chimneys, or third-party chimney modifications.
- Foundation defects, structural movement, settling, or support failure not caused by SRM design error.
- Water intrusion, freeze/thaw damage, flooding, storms, earthquakes, lightning, fire, or other external causes.
- Labor, travel, crane, lift, finish repair, tile repair, stone replacement, access work, or lodging expenses unless specifically approved in writing by SRM.
- Commercial use, rental property abuse, or institutional use unless approved in writing.
- Incidental, consequential, indirect, special, punitive, or economic damages.



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DIY Installation Requirements

For owner-installed or third-party-installed Solid Rock Masonry kits: warranty coverage applies to SRM supplied materials only for a period of **two (2) years**. Labor is excluded.

To maintain coverage, all of the following are required:

- Heater must be built exactly in accordance with the current SRM installation manual.
- Photo documentation of each course during construction from multiple angles.
- Photo documentation of backfill materials and placement.
- Photo documentation of caps, insulation stages, and completed assembly.
- Foundation must meet supplied engineering or specification requirements.
- Clearance requirements must be documented and compliant with applicable code.
- Chimney installation must be documented if SRM supplied components are used.
- Requested claim documentation must be supplied promptly.

Failure to provide adequate documentation may result in denial of coverage.

Chimney Coverage

- Chimney components manufactured by SRM are covered for defects in materials and workmanship.
- Third-party chimney systems may be covered only by their original manufacturer warranties.
- Labor to remove or replace chimney components is excluded unless originally installed by SRM.
- Existing chimneys, reused chimneys, or modified chimney systems are excluded.
- Chimney draft performance is not warranted due to weather, stack effect, building pressure, exhaust fans, height limitations, negative pressure, user operation, or site-specific conditions beyond SRM control.

General Warranty Requirements

To maintain warranty coverage:

- Heater must be operated according to the current SRM owners manual.
- Only seasoned firewood with moisture content below 20% may be burned.
- Dampers and combustion air controls must remain fully open during active flame combustion unless otherwise specified by SRM.
- No smoldering, restricted-air, or abusive operation is permitted.
- Reasonable annual maintenance and cleaning must be performed.
- Owner must use and maintain code-compliant smoke and carbon monoxide detectors.
- Claims must be submitted during the applicable warranty period.
- SRM must be given reasonable opportunity to inspect claimed defects.



Warranty Claim Procedures

- 1 Submit written notice describing the claimed defect during the applicable warranty period.
- 2 Include purchaser name, installation address, and approximate installation date.
- 3 Provide clear photographs or video of the issue.
- 4 Provide installation documentation if owner-installed or third-party installed.
- 5 Permit reasonable inspection access if requested.
- 6 Do not alter or repair the claimed defect before review unless required for safety.

Limitation of Liability

This limited warranty is the sole express warranty provided by Solid Rock Masonry LLC. SRM's sole obligation under this warranty shall be repair, replacement, or supply of equivalent materials or components at SRM's sole option.

To the fullest extent permitted by law, SRM shall not be liable for incidental, consequential, indirect, special, punitive, or economic damages, including loss of use, inconvenience, increased heating costs, or property-related expenses.

Some states do not allow certain exclusions or limitations, so portions of this section may not apply. This warranty gives you specific legal rights, and you may also have other rights that vary by state.

Governing Law and Venue

This warranty and any dispute arising from the sale, installation, warranty, or use of SRM products shall be governed by the laws of the State of Minnesota, without regard to conflict-of-law principles. Any legal action shall be brought exclusively in the state or federal courts located in St. Louis County, Minnesota, and the parties consent to jurisdiction therein.

Warranty Transfer and Modification

This warranty may be transferred to a subsequent owner of the permanently installed heater for the remaining unused portion of the original warranty term only. For DIY kit installations, any transferred coverage remains subject to the original **two (2) year** term.

Written notice must be received by SRM within thirty (30) days of property transfer. This warranty may not be modified except in writing signed by an authorized representative of SRM. Unauthorized alterations, structural changes, or modifications to the heater void warranty coverage.

Warranty Claims Contact

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Final Professional Note: No dealer, installer, contractor, salesperson, or third party is authorized to make warranties or representations beyond this written limited warranty.