

Napoleon's Product Warranty

This warranty information pertains to all Napoleon Grills current warranties (2014 models and newer). Please check your Napoleon Grills manual for your exact warranty information.



For TravelQ TQ285 / TravelQ PRO285

Napoleon Gas Grill President's 10 Year Limited Warranty

NAPOLEON warrants that components in your new NAPOLEON product will be free from defects in material and workmanship from the date of purchase, for the following period:

Part	Time
Lid Assembly	5 years – plus 5
Base Casting	5 years – plus 5
Stainless steel tube burners	5 years – plus 5
Porcelain-enameled cast iron cooking grids	5 years – plus 5
Plastic components	5 years
All other parts	2 years

plus 5 indicates a period of extended warranty coverage whereby the replacement part will be made available to the consumer for an additional 5 years at 50% of the current retail price.

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For TravelQ™ 285 and TravelQ™ PRO285

Conditions and Limitations

NAPOLEON warrants its products against manufacturing defects to the original purchaser only, provided that the purchase was made through an authorized NAPOLEON dealer and is subject to the following conditions and limitations:

This factory warranty is non-transferable and may not be extended what-so-ever by any of our representatives.

The product must be installed by a licensed, authorized service technician or contractor. Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes.

This limited warranty does not cover damages caused by misuse, lack of maintenance, grease fires, hostile environments, accident, alterations, abuse or neglect and parts installed from other manufacturers will nullify this warranty. Discoloration to plastic parts from chemical cleaners or UV exposure is not covered by this warranty.

This limited warranty further does not cover any scratches, dents, painted finishes, corrosion or discoloring by heat, abrasive and chemical cleaners, nor chipping on porcelain enamel parts, nor any components used in the installation of the product.

Should deterioration of parts occur to the degree of non-performance (rusted through or burnt through) within the duration of the warranted coverage, a replacement part will be provided.

All parts replaced under the Limited One Year Warranty Policy are subject to a single claim.

NAPOLEON will not be responsible for the installation, labor or any other costs or expenses related to the re-installation of a warranted part, and such expenses are not covered by this warranty.

Notwithstanding any provision contained in this Limited One Year Warranty, NAPOLEON's responsibility under this warranty is defined as above and it shall not in any event extend to any incidental, consequential, or indirect damages.

NAPOLEON neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this product.

NAPOLEON will not be responsible for: over firing, blow outs caused by environmental conditions such as strong winds, or inadequate ventilation,

Any damages to the product due to weather damage, hail, rough handling, damaging chemicals or cleaners will not be the responsibility of NAPOLEON.

The bill of sale or copy will be required together with a serial number and a model number when making any warranty claims from NAPOLEON.

NAPOLEON reserves the right to have its representative inspect any product or part prior to honoring any warranty claim.

NAPOLEON shall not be liable for any transportation charges, labor costs, or export duties.