



Thank you for purchasing a YAKINIKU® product.

This voluntary YAKINIKU® warranty is provided to you free of charge. It contains all the information you need to repair your YAKINIKU® product in the unlikely event of malfunction or failure.

Under applicable law, the customer has a number of rights if the product is defective. These rights include additional service or replacement, reduction of the purchase price and compensation. For example, within the European Union, this is a two-year statutory warranty starting from the date of transfer of the product.

This guarantee does not affect these and other legal rights. This warranty even grants additional rights to the owner, beyond the legal warranty provisions.

## **YAKINIKU® PRODUCT WARRANTY**

### **1.1. YAKINIKU® VOLUNTARY GUARANTEE**

YAKINIKU® warrants to the purchaser of the YAKINIKU® product (or, in the case of a gift or promotion, the person for whom it was purchased as a gift or promotion) that the YAKINIKU® product will be free from defects in materials and workmanship for the period(s) specified below, subject to assembly and use in accordance with the accompanying user manual. (Note: If you lose or misplace the user manual of your YAKINIKU® product, you can request a replacement from where the product was purchased or on the country-specific website to which you are referred).

Wear, rust, deformation and discoloration of the parts (especially the stainless steel parts) that come in direct contact with the fire are normal and are in no way considered a manufacturing defect - they are the logical consequence of using the products.

Under normal use and maintenance in a single-family home or flat, YAKINIKU® will, within the scope of this warranty, repair or replace defective parts within the periods, limitations and exceptions indicated below. TO THE EXTENT PERMISSIBLE UNDER APPLICABLE LAW, THIS WARRANTY IS EXTENDED ONLY TO THE ORIGINAL PURCHASER AND IS NOT TRANSFERABLE TO SUBSEQUENT OWNERS, EXCEPT FOR GIFTS AND PROMOTIONS AS STATED ABOVE.

### **1.2. RESPONSIBILITIES OF THE OWNER UNDER THIS GUARANTEE**

For trouble-free warranty coverage, it is important (but not required) to register your YAKINIKU® product online on the YAKINIKU® website ([www.yakinikugrill.com](http://www.yakinikugrill.com)) or on the country-specific website you are referred to. Please keep your original purchase receipt and/or invoice. Registering your YAKINIKU® product will confirm the warranty coverage and will enable YAKINIKU® to contact you if necessary.

The above warranty is subject to the owner's care and handling of the YAKINIKU® product, following all assembly instructions, user instructions and instructions for preventive maintenance as described in the accompanying user manual, unless the owner proves that the failure or malfunction is not due to non-compliance with the above obligations.

If you live in a coastal area or your product is placed near a swimming pool, regular cleaning and rinsing of the exterior of the product is part of the regular maintenance, as described in the corresponding user manual.

Check the parts list and the drawing to see if the package contents are complete. If there are any missing parts or damage to the product from the box, please contact the shop where the YAKINIKU® product was purchased.

### **1.3. CLAIM COVERAGE & WARRANTY**

Warranty coverage begins when the YAKINIKU® product is purchased from an authorised dealer. This warranty runs for the previously specified period of time.

Warranty for a YAKINIKU® product can be made at the shop where the product was purchased. To claim the warranty, it is necessary to present the purchase invoice to the shop. For the YAKINIKU® products purchased outside Europe, warranty claims are processed at an authorized dealer or distributor in the country of purchase. Warranty claims must be made at an authorized dealer or distributor within the country of purchase. Do not ship or ship parts for the warranty claim before contacting the authorised dealer or distributor, as in some cases it is not necessary to return parts for the warranty.

In order to claim warranty, the following information should be provided to the authorized dealer: the purchase invoice with the date of purchase and the name of the authorized dealer where the YAKINIKU® product was purchased, which YAKINIKU® product was purchased for which warranty is claimed, together with an accurate description of the problem of the defective part.

YAKINIKU® is not liable for shipping, delivery charges, labor, packing fees, duties, VAT or other taxes incurred as a result of claiming the warranty, servicing, repairing or returning the product unless authorized in writing by YAKINIKU®.

#### **1.3.1. Warranty handling/warranty exclusion**

If you think that a part is covered by this warranty, please contact the shop where the YAKINIKU® product was purchased. YAKINIKU® will, at its discretion, repair or replace any defective parts covered by this warranty after examination. In case repair or replacement is not possible, YAKINIKU® may choose (at its sole discretion) to replace the product with a new product of equal or greater value. YAKINIKU® may request shipment of parts (postage prepaid) for inspection.

This WARRANTY is void if there is any damage, wear, discoloration and/or rust for which YAKINIKU® is not responsible, and which is caused by:

- Misuse, abuse, modification, misuse, vandalism, neglect, improper assembly or installation or failure to properly perform normal and routine maintenance;
- Exposure to salty air and/or chlorine from, for example, swimming pools, whirlpools and spas;
- Severe weather conditions such as hail, hurricanes, earthquakes, tsunamis, flooding, tornadoes or severe storms.

The use and/or installation of non-original parts on your YAKINIKU® product will invalidate this warranty and any consequential damages will not be covered by this warranty. Conversion of a product for other fuels without the consent of YAKINIKU® or by a service technician not authorized by YAKINIKU® voids this warranty.

The voluntary extension of YAKINIKU® warranty is valid only when notified within one month of purchase through the YAKINIKU® website ([www.yakinikugrill.com](http://www.yakinikugrill.com)).

Note: If the consumer buys from an unauthorized source, even a company that is a legitimate business selling unopened boxes with warranty forms (but it is an unauthorized seller), they are, by law, buying a used product. If a product is purchased through an unauthorized agent or retailer, or from an unauthorized online retailer, then the product is purchased without a warranty from YAKINIKU®, despite the statements or claims of the seller. This policy is used by multiple brands and companies, not just YAKINIKU®.

The warranty table below provides a quick indication of how much warranty is provided for which parts or products. For specific information on what is covered or not covered, please refer to the explanation in articles 5 (consumer) or 6 (professional).

COMPONENT/ PRODUCT	CONSUMER	PROFESSIONAL
Glazed ceramics Kamado .....	20 years .....	1 year
Glazed ceramics Shichirin .....	2 years .....	1 year
Unglazed ceramics .....	2 years .....	n/a
Metallic parts (uncoated) .....	2 years .....	1 year
Wooden components .....	2 years .....	1 year
Installation parts .....	1 year .....	6 months
Accessories .....	1 year .....	6 months
Wear parts .....	n.a. ....	n.a.
Cast iron .....	2 years .....	1 year
Powder coated steel .....	2 years .....	1 year
Stone worktop .....	2 years .....	1 year

## 2.1. WARRANTY PERIODS FOR PRIVATE USE:

### 2.1.1. Glazed ceramic parts YAKINIKU® Shichirin

The glazed ceramic parts of the YAKINIKU® Shichirin are guaranteed up to two (2) years for the original purchaser. These ceramic parts are not covered for fall, impact or abuse damage. If there is tearing due to use that causes structural weakness, there is a two (2) year warranty period on the ceramics.

### 2.1.2. Glazed ceramic parts YAKINIKU® Kamado

The glazed ceramic parts of the YAKINIKU® Kamado are guaranteed up to twenty (20) years for the original purchaser. These ceramic parts are not covered for fall, impact or abuse damage. If there is tearing due to use which causes structural weakness, there is a two (2) year warranty period on the ceramics.

With all our glazed ceramics, we do not offer a guarantee on fine hairline cracks. The fine hairline cracks in the finish (glaze) of your YAKINIKU® product may already appear when the ceramic is fired. During this process, the glaze and ceramics may expand, possibly exposing fine hairline cracks. In glazed surfaces that need to be particularly heat-resistant, these fine hairline cracks are more common and even desirable. This makes the ceramics more robust against temperature fluctuations. The less flexible glaze can “move with” the ceramic. These fine hairline cracks make the ceramics less fragile and more durable. Hairline cracks do not only occur in the production of ceramics, but also, for example, in the painting of oil paintings.

### 2.1.3 Unglazed ceramic components

Unglazed ceramic parts from YAKINIKU® are guaranteed up to two (2) years to the original purchaser against cracking/firing. These ceramic parts are not covered for fall, impact or abuse damage.

## 2.2. METAL PARTS

Metal, stainless steel and cast iron products of the YAKINIKU® (including the stainless steel frame, stainless steel air vents and stainless steel grille) have a warranty of up to two (2) years for the original purchaser.

At YAKINIKU®, extra focus is placed on using materials that are resistant to rust and can be used for high temperatures. However, metal materials and their coatings can be affected by various surfaces, scratches or exposure to substances and situations beyond the control of YAKINIKU®. Substances such as chlorine, industrial fumes, chemicals, fertilisers, extreme humidity, pesticides and salt can cause the metal finish to corrode. For these reasons, the warranty for metal, stainless steel and cast iron parts does not cover rust, oxidation, fading or other imperfections, except if it causes structural weakening or breakage of these parts of the YAKINIKU® part.

## 2.3. WOODEN COMPONENTS

All wooden and bamboo components have a two (2) year guarantee for the original purchaser. Wooden products are not covered for normal weathering, cracking or burning due to contact with a heat source, unless there is structural weakening.

## 2.4. INSTALLATION PARTS

Installation parts, such as screws, bolts, nuts, levelling feet and silicone caps have a warranty period of one (1) year.

## 2.5. ACCESSORIES

YAKINIKU® accessories not covered by wear parts are covered by a one (1) year statutory warranty.

## 2.6. WEAR PARTS

YAKINIKU® wear parts and products are not covered by any warranty. This includes, for example, felt, gloves, etc.

## 2.7. CAST IRON

We offer a two (2) year warranty on general manufacturing defects, faults and on damage that renders the product unusable. Cosmetic damage, such as: cracks, splinters, are not covered by the warranty.

## 2.8. POWDER-COATED STEEL

Some of the YAKINIKU® products are powder coated. Extra caution should be taken when mounting/installing the product. YAKINIKU® is not liable for damages resulting from not following the instructions or installation tips, or damages to the coated product caused by careless assembly and installation.

Due to different weather conditions, it is possible that the coating develops discolouration over time. YAKINIKU® is not liable for these discolorations.

For powder-coated steel parts, a warranty period of two (2) years applies to private use.

## 2.9. STONE WORKTOPS

Sintered stone is not a traditional product known for example as ceramics or porcelain. With sintered stone, the 100% natural raw materials are processed in a specific manner. In this process, the molecules melt together under high pressure and at a high temperature to form a new stone, as it were.

Sintered stone is weather-resistant and can be stored permanently outdoors;

Sintered stone is a compact and solid mass, which makes it vulnerable to damage from knocks. It is therefore important to be careful when handling heavy objects, for example, as the impact of the object falling onto the worktop can cause irreparable damage;

It is recommended to use a cutting board for cutting ingredients. It is advisable to use a cutting board to cut ingredients on. This prevents the knives used from becoming blunt;

Avoid contact with very aggressive cleaning products, such as acetone, metal cleaners, drain cleaners and other products with a pH value <2 or >12;

Never stand or sit on the sintered stone blade!

Stone worktops are guaranteed for a period of two (2) year for private use.

Not covered by the guarantee!

Wear and tear, corrosion, deformation and discoloration of the parts exposed to heat;

Corrosion and discolouration caused by external influences;

Cosmetic cracks in the metal or stone blade are not covered by the guarantee. It is covered by the guarantee if the product cannot be properly used due to the damage.

Visual irregularities associated with the manufacturing process;

Damage caused by not following our safety, set-up, use and maintenance instructions/tips, such as paint damage, splinters or dents in the products.

### **3.1. WARRANTY PERIODS FOR PROFESSIONAL USE:**

#### **3.1.1. Glazed ceramic parts YAKINIKU® Shichirin**

The glazed ceramic parts of the YAKINIKU® Shichirin are guaranteed up to one (1) year to the original purchaser. These ceramic parts are not covered for fall, impact or abuse damage. If there is tearing due to use that causes structural weakness, there is a one (1) year warranty period on the ceramics.

#### **3.1.2. Glazed ceramic parts YAKINIKU® Kamado**

The glazed ceramic parts of the YAKINIKU® Kamado are guaranteed up to one (1) year against cracking and burning out. These ceramic parts are not covered for fall, impact or abuse damage. If there is tearing due to use which causes structural weakness, the ceramic parts are covered by a one (1) year warranty.

With all our glazed ceramics, we do not offer a guarantee on fine hairline cracks. The fine hairline cracks in the finish (glaze) of your YAKINIKU® product may already appear when the ceramic is fired. During this process, the glaze and ceramics may expand, possibly exposing fine hairline cracks. In glazed surfaces that need to be particularly heat-resistant, these fine hairline cracks are more common and even desirable. This makes the ceramics more robust against temperature fluctuations. The less flexible glaze can “move with” the ceramic. These fine hairline cracks make the ceramics less fragile and more durable. Hairline cracks do not only occur in the production of ceramics, but also, for example, in the painting of oil paintings.

#### **3.1.3 Unglazed ceramic parts**

Unglazed ceramic parts of YAKINIKU® are wear parts and are therefore not covered by the warranty. This includes parts such as the fire box and the fire ring.

### **3.2. METAL PARTS**

Metal, stainless steel and cast iron products from YAKINIKU® are guaranteed up to one (1) year for the original purchaser.

At YAKINIKU®, extra focus is placed on using materials that are resistant to rust and can be used for high temperatures. However, metal materials and their coatings can be affected by various surfaces, scratches or exposure to substances and situations beyond the control of YAKINIKU®. Substances such as chlorine, industrial fumes, chemicals, fertilisers, extreme humidity, pesticides and salt can cause the metal finish to corrode. For these reasons, the warranty for metal, stainless steel and cast iron parts does not cover rust, oxidation, fading or other imperfections, except if it causes structural weakening or breakage of these parts of the YAKINIKU® part.

### **3.3. WOODEN COMPONENTS**

All wooden and bamboo parts have a one (1) year warranty for the original purchaser. Wooden products are not covered for normal weathering, cracking or burning due to contact with a heat source.

### **3.4. INSTALLATION PARTS**

Installation parts, such as screws, bolts, nuts, levelling feet and silicone caps have a six (6) month guarantee period.

### **3.5. ACCESSORIES**

YAKINIKU® accessories not covered by wear parts are covered by the legal warranty of one (1) year.

### **3.6. WEAR PARTS**

YAKINIKU® wear parts and products are not covered by any warranty. This includes, for example, felt, hand shoes, etc.

### **3.7. CAST IRON**

We offer a one (1) year warranty on general manufacturing defects, faults and on damage that renders the product unusable. Cosmetic damage, such as: cracks, splinters, are not covered by the warranty.

### **3.8. POWDER-COATED STEEL**

Some of the YAKINIKU® products are powder coated. Extra caution should be taken when mounting/installing the product. YAKINIKU® is not liable for damages resulting from not following the instructions or installation tips, or damages to the coated product caused by careless assembly and installation.

Due to different weather conditions, it is possible that the coating develops discolouration over time. YAKINIKU® is not liable for these discolorations.

Powder-coated steel parts are warranted for a period of one (1) year under professional use.

### **3.9. STONE WORKTOPS**

Sintered stone is not a traditional product known for example as ceramics or porcelain. With sintered stone, the 100% natural raw materials are processed in a specific manner. In this process, the molecules melt together under high pressure and at a high temperature to form a new stone, as it were.

Sintered stone is weather-resistant and can be stored permanently outdoors;

Sintered stone is a compact and solid mass, which makes it vulnerable to damage from knocks. It is therefore important to be careful when handling heavy objects, for example, as the impact of the object falling onto the worktop can cause irreparable damage;

It is recommended to use a cutting board for cutting ingredients. It is advisable to use a cutting board to cut ingredients on. This prevents the knives used from becoming blunt;

Avoid contact with very aggressive cleaning products, such as acetone, metal cleaners, drain cleaners and other products with a pH value <2 or >12;

Never stand or sit on the sintered stone blade.

Stone worktops are guaranteed for a period of one (1) year for professional use.

Not covered by the guarantee!

Wear and tear, corrosion, deformation and discoloration of the parts exposed to heat;

Corrosion and discolouration caused by external influences;

Cosmetic cracks in the metal or stone blade are not covered by the guarantee. It is covered by the guarantee if the product cannot be properly used due to the damage.

Visual irregularities associated with the manufacturing process;

Damage caused by not following our safety, set-up, use and maintenance instructions/tips, such as paint damage, splinters or dents in the products.

## 4.1. INDEMNITIES

Apart from the warranties and indemnities set forth in this warranty statement, no further warranty or voluntary liability is expressly made beyond the statutory liability applicable to YAKINIKU®. Situations or claims where YAKINIKU® has mandatory liability under the law are not limited or excluded by this warranty statement.

No warranty will apply beyond the relevant periods of this warranty. Warranties issued by any other person, including dealers or retailers, with respect to a product (such as any “extended warranties”) are not binding on YAKINIKU®. This warranty provides only for the repair or replacement of defective parts or products.

In no event shall any remedial action taken under this voluntary warranty have a value greater than the purchase price of the YAKINIKU® product sold.

You assume the risk and liability for any loss, damage or injury to you and your home and/or to others and their property resulting from improper or incompetent use of the product or from failure to follow YAKINIKU® instructions in the accompanying user manual.

Parts and accessories replaced under this warranty will be covered only for the remainder of the original warranty period(s) stated above.

This warranty applies to use in private single-family homes or flats and does not apply to YAKINIKU® barbecues used in commercial, communal or multi-unit environments, such as restaurants, hotels, resorts or holiday homes.

YAKINIKU® may change the design of its products from time to time. Nothing in this warranty shall be construed as requiring YAKINIKU® to incorporate such design changes into previously manufactured products, nor shall it be construed as acknowledging that any previous design was defective.