

LIMITED WARRANTY

For All Sunstone and Star BBQ Product Lines | Sunstone Metal Products LLC

Sunstone Metal Products LLC ("Sunstone US") provides the following warranty to the **original purchaser** at the original site of delivery, upon presentation of proof of purchase. This warranty applies to all Sunstone and Star BBQ branded products when subjected to **normal single-family residential use**. It excludes all commercial, rental, multi-family, or community applications.

CRITICAL INSTALLATION REQUIREMENT

All warranties are strictly conditioned upon proper installation and usage. Every product must be installed exactly in accordance with the detailed instructions contained in the official Sunstone Product Manual and Installation Guide specific to that model, as well as all applicable local building codes and regulations, and must be operated exactly as described in that manual.

All warranties are VOID if installation and/or usage is not performed strictly in accordance with the product manual. Sunstone US and the manufacturer assume no liability whatsoever for any damage, malfunction, injury, or loss resulting from improper installation or improper use.

All Grill/Burner Series, Valves, Electrical Parts, and All Component Parts – including Handles, Legs, and Hinges – covering all product warranties are limited to **one-time replacement** only. Some products offer additional warranties of up to **one year** from the date of purchase.

Limited Lifetime means the component is warranted by the manufacturer (Factory) against defects in material and workmanship (as determined solely by the manufacturer) for the lifetime of the original purchaser under normal residential use. This does not include surface corrosion, discoloration, scratches, normal wear and tear, burn-through, or other cracks, seam separation, or holes caused by burn-through.

COVERAGE SCHEDULE

WARRANTY TERMS BY PRODUCT CATEGORY

GRILL & BURNER WARRANTIES

Includes: RUBY3B, RUBY4B, RUBY4BIR, RUBY5BIR, SUN3B, SUN3BIR, SUN4B, SUN4BIR, SUN5BIR, SUN13VSB, SUN13VDB, SUN24PCB, SUN13CPR0, SUNPLT40

Firebox, Stainless Steel Housings & Frames	Limited Lifetime
Cooking Grates, Flavorizer Grids	5 Year Warranty
Stainless Steel Burners, Brass Burners	3 Year Warranty
Valves, Knobs, Lights, Electrical Parts	3 Year Warranty

STAR BBQ WARRANTIES

Structure, Firebox, Housing & Frames	3 Year Warranty
Powder Coatings (surface finish only – manufacturing defects, not wear, scratches, or damage)	3 Year Limited Surface Warranty
Knobs, Handles, Temperature Gauges, Covers, Legs, Wheels & All Other Parts and Components	1 Year Warranty

DESIGNER CABINET ISLAND WARRANTIES

Includes: All Designer Cabinet Island Component Series – Appliance, Grill, Sink Base, Storage, Component, Wall Cabinets & Accessory Parts

Cabinetry & Structural Components	Limited Lifetime
Rod Handles, Legs, Trim Kits, Kick Plates, Panels	5 Year Warranty

ODK COMPONENT SERIES

Includes: All components within the Classic, Signature, Aruba, Texan, and Designer Series – Doors, Drawers, Multi-Combo Components

Frames, Door Panels, Structure	3 Year Warranty
Hinges, Handles, Legs	1 Year Warranty

APPLIANCE STATION WARRANTIES

Includes: All Sinks, Ice Chests, Cocktail Stations

Sink Basin, Frame, Structure, Ice Box	Limited Lifetime
Handles, Drains, Soap Dispenser, Small Parts	1 Year Warranty

ELECTRICAL APPLIANCE WARRANTIES

Includes: SAPFR21PRO, SAPWD30PRO, SUNPLT40

Structural Components, Frames, Panels	Limited Lifetime
Compressors, Electrical Parts, Motors, Lights	1 Year Warranty

TERMS OF COVERAGE

WHAT THIS WARRANTY COVERS

This warranty covers only manufacturing defects in material and workmanship under normal residential use. Sunstone US's and the manufacturer's **sole obligation** is limited to the repair or replacement, at their option, of the defective part. This warranty does **not** cover labor, labor-related charges, removal, reinstallation, shipping, handling, or any other incidental costs.

EXCLUSIONS

WHAT THIS WARRANTY DOES NOT COVER

This warranty does **not** cover, and Sunstone US and the manufacturer expressly disclaim liability for:

- Surface corrosion, rust, discoloration, scratches, or cosmetic changes
- Normal wear and tear
- Damage from high cooking temperatures, excessive humidity, chlorine, salt air, weather exposure, or environmental conditions
- Misuse, abuse, alteration, tampering, accident, neglect, improper fuel/gas supply, flare-ups, or operation contrary to the User Manual
- Improper or non-compliant installation (see Critical Installation Requirement, page 1)
- Commercial, rental, or multi-family use
- Service or repairs by unauthorized persons or use of unauthorized parts
- Shipping, handling, export duties, installation, or reinstallation costs
- Incidental, consequential, special, punitive, or contingent damages of any kind (including loss of use, business interruption, property damage, or personal injury)
- Damage from accidents, grease fires, flashback fires, severe weather, Acts of God, or chemical exposure
- Paint loss, surface rust, or stainless steel discoloration considered normal wear and tear

The warranty period is not extended by repair or replacement.

AUTHORIZED SELLERS

INTERNET / UNAUTHORIZED SELLER DISCLAIMER

Only purchases from **authorized Sunstone dealers or distributors** qualify for this factory-backed warranty. Products purchased from unauthorized sellers, third-party online marketplaces (except authorized ones), "B-stock," open-box, refurbished, or used items carry **no warranty**. Sunstone US reserves the right to require proof of authorized purchase before honoring any claim. Contact Sunstone US directly to verify authorized sellers.

DISTRIBUTOR RELATIONSHIP

IMPORTANT NOTICE REGARDING MANUFACTURER

Sunstone US is an **independent American distributor** and has **no corporate affiliation, ownership, parent-subsidary relationship, or legal connection** whatsoever with **JIAXING SUNSTONE METAL PRODUCTS CO., LTD** (the "Factory"), a separate and unrelated company. Sunstone US does not manufacture any products. All products are manufactured exclusively by the independent Factory (or other authorized suppliers). Any warranties are extended solely by the respective manufacturer through Sunstone US as distributor and are strictly subject to the terms, conditions, limitations, and exclusions set forth in this document.

FILING A CLAIM

WARRANTY CLAIM PROCEDURE

To make a warranty claim, contact Sunstone Customer Service with your model number, serial number (if applicable), proof of purchase, and a detailed description of the issue. Sunstone US may require the return of defective parts (prepaid shipping by the customer) for inspection before approving any replacement. All claims are subject to inspection and verification by Sunstone US or the manufacturer.

SUNSTONE METAL PRODUCTS LLC

Independent U.S. Distributor
16004 Central Commerce Drive, Pflugerville, TX 78660

CUSTOMER SERVICE