

Warranty Reference Guide

It is recommended that you contact RMI's Technical Support or the Manufacturer's Technical Support to troubleshoot the issue before replacing parts. For propane and natural gas related claims please be prepared to supply the inlet/outlet gas pressure when you call. Please provide complete model number, serial number and a detailed description of what is wrong.

Please submit your claim by using the form on our website at www.raymurray.com, or email us at warranty@raymurray.com.

Always refer to the manufacturer's instruction manual for detailed information on the conditions, exclusions, and procedures regarding the individual product warranty. This page is a warranty reference guide and is subject to change without notice.

NOVO	
Gas Appliances (Grills, Side/Power Burners, Burners, Grids, Heat Zone Separators)	Limited Lifetime
Cold Storage and Sinks	Limited Lifetime on Coolers
Drains/Faucets	3 Years
Refrigeration (15" & 24" Models) Construction Including Compressors	3 Years
Refrigeration (15" & 24" Models) Parts	3 Years
Drawers/Doors, Liners & Carts	Limited Lifetime
Warming Drawer, Electrical	3 Years
Vent Hood SS Construction	5 Years
Parts (Bulbs, Wire Harness, Lights)	3 Years

Fire Magic Grills - Echelon / Aurora Series	
Cast SS Burners, Cooking Grids and SS Housing	Lifetime
Brass Burners and Valves, Manifold Assy, Back Burner Assy (except ignition system) and Inner Liners	15 Years
Electric Grills, SS Cooking Grids and SS Housings	10 Years
Infrared Burner, Flavor Grids and Charcoal SS Grills	5 Years
Side Burners and Other Grill Components	3 Years
Grill Ignition Systems, Electronic Components, Accessories	1 Year

Phoenix	
SS Fabricated Models, Grill Top & Bottom, Control Panel, Column & Base, Burner, Side Shelves & Drip Pan	10 Years
Cast Aluminum End Cap Models, Grill Top & Bottom (Paint Excluded), Control Panel, Column & Base, SS Grids	Limited Lifetime
SS Burners, Grids, Side Shelves, Drip Pan & Fasteners	10 Years
Black Aluminized Steel Grill Top & Bottom (Paint Excluded)	5 Years
All Other Components Including Ignition System & Gas Valve Knobs, Wheels	1 Year

MHP Grills	
Castings, SS Burners, SS Cooking Grids, SS Warming Racks, Control Panel	Lifetime
Ignitor systems, Gas Valve, Patio Base, Knobs, Rock Grate	1 Year
Infrared Burners, Porcelain Briquettes	5 Years

Bromic	
Parts	1 Year

American Outdoor Grill	
SS Burners	Limited Lifetime
Ignition Systems and Accessories (side burners, motors, thermometers)	1 Year
Infrared Burners and Vaporizer Panels	3 Years
All other parts	10 Years

Broilmaster	
Aluminum Grill Housing (except paint), SS Cooking Grids, Griddles, Warming Rack, Bowtie Burner, SS Carts and SS Mountings and SS Built-in Components	Lifetime
H-Series, Q-Series, R3B SS Burners and Side Burners	10 Years
Infrared Burners on R3 & R3B, Flare Buster Ceramic Flavor Enhancers, Painted Electro-Galvanized Steel Components and SS Smoker Shutter	5 Years
Porcelain Coated Steel Briquet Racks, Chrome-Plated Warming Rack, Stainless Steel Flavor Screen and Stainless Steel Heat Shield	2 Years
Valves, Knobs, Ignitors, Labels, Hose Fitting, Grease Cups, and All Other Parts and Accessories	1 Year

Primo Grills and Smokers	
All Ceramic Parts and Burners	Limited Lifetime
All Metal Parts	5 Years
Thermometer and Felt Gasket	30 Days
Cast Iron Parts, Valves, Knobs and Accessories	1 Year

American Fyre Designs	
All GFRC Fire Features and Burners	3 Years
Electric Components, Valves, Controls and Accessories	1 Year

Firegear	
Construction, Manufacturing Defects, SS Burners and Pans	Lifetime
Gas Valves, Spark Igniter, Pilot Assemblies	5 Years
AWS/TFS/TMSI/MT Electronic Components	5 Years
Refractory Log Sets, RTF/Enclosures and Skytech Manufactured Optional Controls	5 Years