ODL GRILLS LIMITED WARRANTY & PROTECTION PLAN TERMS

Effective October 6, 2026

IMPORTANT: This is a LIMITED WARRANTY for ODL Grills products purchased for residential use from ODL Grills or an authorized ODL Grills seller. Keep your dated proof of purchase and product serial number.

1. Warrantor and Products Covered

ODL Grills ("ODL," "we," "us," or "our"), 26151 Equity Dr, Daphne, Alabama 36526, warrants qualifying ODL-branded outdoor gas grills and the factory-installed components listed below to the original retail purchaser, subject to the terms, exclusions, and limitations in this document. This warranty applies only to products purchased new from ODL Grills or an authorized ODL Grills seller and installed and used in the United States for normal residential outdoor cooking.

This warranty is not transferable unless ODL provides a written transfer authorization. Products used in restaurants, rental fleets, common-area commercial kitchens, or other commercial settings require separate written commercial warranty terms from ODL.

2. Standard Limited Warranty - Residential Use

Covered Component	Parts Coverage	What the Coverage Means
Stainless steel outer hood, firebox, and primary structural stainless-steel housing	**Limited Lifetime**	Covered against perforation caused by rust-through or burn-through under normal residential use. Surface discoloration, tea staining, oxidation, scratches, and cosmetic changes are not covered.
304 stainless steel main burners	**5 years**	Covered against defects in materials or workmanship that prevent normal burner operation.
304 stainless steel cooking grids	**5 years**	Covered against structural failure from defects in materials or workmanship. Normal discoloration, staining, and surface wear are excluded.
Ceramic flame tamers / ceramic heat-distribution components	**2 years**	Covered against manufacturing defects. Breakage from impact, thermal shock, grease fire, mishandling, or improper cleaning is excluded.
Gas valves, manifold, factory regulator, factory gas-control components	**2 years**	Covered against defects in materials or workmanship when installed and used with the specified fuel type and pressure.
Ignition components, switches, wiring, LED lighting, internal halogen lighting, temperature gauge, rotisserie motor and other electrical components	**1 year**	Covered against defects in materials or workmanship. Consumable lamps/bulbs and damage from water intrusion, insects, power irregularities, or improper electrical connection are excluded.
All other factory-installed functional components not listed above	**1 year**	Covered against defects in materials or workmanship.

Labor and service: Unless an Optional ODL Protection Plan shown below is purchased, this Limited Warranty covers replacement parts only after the first 90 days from the original retail delivery date. During the first 90 days, ODL may, at its option, authorize reasonable diagnostic/service labor for a covered manufacturing defect. Travel, removal, reinstallation,

masonry/cabinet work, gas-line work, electrical work, crane/lift charges, and other site-access costs are not covered unless ODL approves them in writing before service is performed.

3. Optional ODL Protection Plans

Optional ODL Protection Plans are available at the time of sale or within 30 days after the original retail delivery date, unless ODL approves a later purchase in writing. These plans provide enhanced covered parts and authorized service labor for functional failures that would otherwise fall outside the Standard Limited Warranty labor period. Plan coverage runs from the original retail delivery date and is inclusive of, not added to, the Standard Limited Warranty period.

Plan	Retail Price	Coverage Term	Enhanced Coverage
1-Year Protection Plan	**$199.99**	1 year from original delivery	Covered functional parts plus ODL-authorized diagnostic/service labor for covered failures.
3-Year Protection Plan	**$399.99**	3 years from original delivery	Covered functional parts plus ODL-authorized diagnostic/service labor for covered failures.
5-Year Protection Plan	**$499.99**	5 years from original delivery	Covered functional parts plus ODL-authorized diagnostic/service labor for covered failures.

Protection Plan exclusions: The plans do not cover cosmetic conditions, routine maintenance, cleaning, consumables, misuse, abuse, accidental damage, grease fires, corrosion caused by salt/chlorine/chemicals, natural disasters, theft, vandalism, pest/insect damage, external gas or electrical supply problems, unauthorized modification, non-ODL accessories, improper installation, shipping damage, or failures caused by failure to follow the owner manual. Unless stated in the order, travel beyond ODL's normal service area and removal/reinstallation of built-in cabinetry, stone, concrete, countertops, or utility lines are excluded.

Availability notice: Optional paid protection plans may be regulated as service contracts in some states. ODL will sell or administer a plan only where and in the manner permitted by applicable law. If a plan term conflicts with non-waivable law, the law controls.

4. What ODL Will Do

For a valid covered claim, ODL will, at its option and subject to parts availability: (a) repair the defective covered component; (b) provide a replacement component; (c) replace the product with a new or functionally comparable product; or (d) provide another remedy required by applicable law. Replacement parts or products may be new or refurbished to like-new functional condition where permitted by law. A replacement does not restart the original warranty period; coverage continues for the remainder of the applicable original term.

5. Owner Responsibilities

- Install and operate the grill in accordance with the ODL owner/installation manual and all applicable gas, electrical, fire, and building codes.
- Use only the fuel type and gas pressure specified for the appliance unless an ODL-approved conversion is performed with the proper conversion kit.
- Keep the grill clean, maintain grease-management components, and perform routine maintenance described in the owner manual.
- Protect the grill from unreasonable exposure to salt spray, pool chemicals, fertilizers, harsh cleaners, standing water, and corrosive environments.
- Retain proof of purchase, model number, serial number, and installation information.
- Stop using the appliance and shut off the gas supply if a condition presents a fire, gas, electrical, or other safety hazard.

6. What Is Not Covered

- Normal wear and tear; normal stainless-steel discoloration, heat tint, patina, surface oxidation, tea staining, minor pitting, scratches, dents, or cosmetic deterioration that does not impair safe operation.
- Consumable or maintenance items such as batteries, light bulbs/lamps, grease trays/liners, cleaning materials, and other items intended for periodic replacement, unless a manufacturing defect existed at delivery.
- Damage caused by improper installation, relocation, fuel conversion, gas pressure, electrical supply, ventilation, clearances, enclosure design, or failure to use an insulated jacket where required.
- Accident, misuse, abuse, neglect, improper storage, freezing, grease fire, flare-up damage, thermal shock, vandalism, theft, pests/insects, animals, severe weather, flood, lightning, fire, wind, hail, or other external causes.
- Use of unauthorized parts, accessories, cleaners, modifications, or repairs that cause or contribute to the claimed failure. ODL does not require use of ODL-branded maintenance parts or service merely to preserve warranty coverage, except where a specific ODL component is necessary for safe compatibility.
- Shipping or freight damage that should have been reported under the freight-damage procedure; damage caused during customer transport, moving, storage, or installation.
- Products with removed, altered, or unreadable serial numbers when the serial number is reasonably necessary to verify warranty eligibility.
- Loss of food, loss of use, lost profits, business interruption, landscaping/cabinetry/masonry damage, or other incidental or consequential loss to the extent exclusion is permitted by law.

7. Warranty Claim Procedure

1. Contact ODL Grills at info@odlgrills.com or through www.odlgrills.com before arranging repair.
2. Provide your name, contact information, dated proof of purchase, model number, serial number, installation date, description of the issue, and clear photographs/video if requested.
3. Allow ODL a reasonable opportunity to diagnose the condition. ODL may request troubleshooting, a remote video inspection, an authorized technician inspection, or return of a component.
4. Do not discard an allegedly defective part until ODL authorizes disposal. Returned parts may be required for evaluation.
5. Do not incur third-party repair, removal, reinstallation, freight, or travel charges expecting reimbursement unless ODL approved those charges in writing in advance.

8. Freight, Access, and Service Area

If ODL requires a part to be returned, ODL will provide return instructions. If the claim is confirmed as covered, ODL will pay or reimburse reasonable standard shipping as required by the written authorization. Expedited shipping, special handling, lift-gate service, crane service, demolition, masonry, countertop removal, enclosure modification, gas plumbing, electrical work, or extraordinary site access are the owner's responsibility unless ODL expressly agrees otherwise in writing.

9. Implied Warranties and State Law

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so some limitations in this document may not apply to you. ODL does not disclaim any implied warranty that cannot lawfully be disclaimed or limited. Any limitation on an implied warranty applies only to the extent permitted by applicable law.

10. No Unauthorized Warranty Changes

No dealer, installer, salesperson, employee, or other person may enlarge, modify, or create a warranty obligation on behalf of ODL unless the change is in a written document signed by an authorized ODL representative. Verbal promises are not part of this Limited Warranty unless confirmed in such a writing.

11. Pre-Sale Availability

A copy of this warranty should be made available to the purchaser before sale. The current version may be provided electronically through www.odlgrills.com or in paper form upon request at the ODL address above.

12. Online and E-Commerce Purchases

For purchases made through www.odlgrills.com or another ODL-authorized online storefront, the purchaser should retain the electronic order confirmation, invoice, delivery record, model number, and serial number. Warranty eligibility begins on the documented retail delivery date, not the order-placement date, unless applicable law requires otherwise.

If a product is purchased from a third-party marketplace, dealer, or reseller, warranty coverage applies only when that seller was authorized by ODL Grills for the applicable product at the time of sale. Proof of purchase may be required to verify seller authorization and the original retail delivery date.

Online product registration is encouraged but is not a condition of warranty coverage where prohibited by law. Failure to register a product does not eliminate rights that otherwise exist under this written warranty or applicable law.

Shipping or freight damage is not a manufacturing defect. Purchasers should inspect delivered merchandise promptly and follow the ODL Grills Shipping / Freight Damage Policy for visible or concealed transit damage. Nothing in that policy limits any right that cannot lawfully be waived.

13. Relationship to Returns, Installation, and Terms of Sale

This Limited Warranty is separate from ODL Grills return, refund, shipping, installation, and online retail terms. A return authorization, cancellation, freight claim, or installation issue is governed by the applicable ODL policy unless the issue is a covered manufacturing defect under this warranty. If a policy conflicts with a non-waivable consumer right, applicable law controls.

14. Safety-Critical Conditions

Do not operate a grill that is leaking gas, producing uncontrolled flames, showing damaged gas components, or presenting an electrical or fire hazard. Shut off the fuel supply, discontinue use, and contact ODL Grills or a qualified service professional. Warranty service does not replace the owner's responsibility to stop using an unsafe appliance.

Protection Plan Selection / Customer Record

Purchaser Name	_____
Grill Model / Serial No.	_____
Original Delivery Date	_____
Selected Plan	_____
Order / Invoice No.	_____

Selected Plan: ☐ None ☐ 1-Year - $199.99 ☐ 3-Year - $399.99 ☐ 5-Year - $499.99

Keep this document with your proof of purchase, model number, and serial number.