



GRILLO OUTDOOR KITCHEN

LIMITED WARRANTY

10 YEAR
WARRANTY



GRILLO OUTDOOR KITCHEN LIMITED WARRANTY

Grillo warrants to the original purchaser that its outdoor kitchen products will be free from defects in materials and workmanship under normal residential use and conditions for the warranty periods specified in the table below, starting from the date of original purchase.

This warranty applies only to products that have been: properly installed according to Grillo's guidelines, used solely for their intended residential purpose, and maintained according to Grillo's care and maintenance recommendations.

Component	Warranty Period	Coverage Details
Structural Frame & Cabinetry	10 Years	Against defects in materials and workmanship under normal residential use.
Sintered Stone Worktops	10 Years	Covers structural failure, or manufacturing defects.
Powder-Coated Finishes	3 Years	Against peeling, blistering, or excessive fading under normal conditions.
Hardware & Accessories (hinges, handles, fixings)	3 Years	Covers breakage or functional failure due to defects.
Iroko Timber	3 Years	Workmanship of timber components (faulty joinery or manufacturing defects). Natural movement, cracks, fading, and weathering are expected and not covered.
Chill Fridges	Per product warranty	Excludes glass breakage after delivery, use in direct sunlight , or use outside recommended ambient temperature range.
Tarn Sink & Tap	Per product warranty	See specific product warranty.
Gusto Ceramic BBQ	Per product warranty	See specific product warranty.
Third-party Appliances (grills, ovens, etc.)	Per Manufacturer	Third-party appliances are covered directly by their respective manufacturers' warranties.

WHAT IS NOT COVERED

This warranty does not cover:

- Normal wear and tear, including scratches, chips, fading, discoloration, or weathering.
- Damage resulting from misuse, abuse, accidents, or negligence.
- Damage caused by improper installation, alterations, relocation or modifications not authorised by Grillo.
- Natural movement, cracking, fading, silvering, or other weathering effects of timber.
- Damage from exposure to extreme weather, or natural disasters (including storms, floods, earthquakes, and fires).
- Corrosion resulting from failure to maintain or protect surfaces.
- Products used in commercial, rental, or non-residential settings unless otherwise agreed in writing.
- Third-party appliances, grills, or equipment installed within Grillo units (covered by their respective manufacturer warranties).
- Corrosion and related damage where kitchens are installed in coastal areas.
- Damage caused by exposure to treated water, poolside splashing, or chemical residues or vapours from pools or spas.
- Products exported, relocated, or used outside the country of original purchase.
- Costs associated with labour, removal, reinstallation, or shipping.
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PURCHASES THROUGH AUTHORISED DEALERS

When products are purchased through an authorised dealer, any warranty claims should be made directly to that dealer. The dealer is responsible for fulfilling the warranty, and Grillo supports its authorised dealers to help ensure that customers receive support with valid warranty claims.

MAKING A CLAIM

To make a claim, please contact your place of purchase or Grillo directly, with proof of purchase and photos of the issue. Grillo reserves the right to inspect the product in question before determining coverage.

REMEDY

If we find a product is defective under this warranty, Grillo will either repair it, replace it with the same or a similar item, or refund the purchase price. Any repaired or replaced items are covered for the remainder of the original warranty period. Labour, installation, removal, or shipping costs are not covered.

LIMITATIONS

This warranty applies only to the original purchaser. Grillo's responsibility is limited to repairing, replacing, or refunding defective products.

Grillo does not accept liability for: (i) indirect, incidental, or consequential loss (ii) Damage, loss, or expense arising from misuse, incorrect installation, or incorrect operation of the kitchen or appliances.

LEGAL

Warranty and all sales are subject to Grillo [terms and conditions](#) current at the point of order. This warranty does not affect your statutory/legal rights. Our goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.



GUSTO CERAMIC BBQ LIMITED WARRANTY

COVERAGE

Gusto warrants to the original purchaser that the ceramic body, lid, firebox, and fire ring of the Gusto Ceramic BBQ are free from defects in material and workmanship under normal residential use. Coverage periods are as follows:

- Ceramic parts (body, lid, firebox, fire ring): 10 years
- Stainless steel components (bands, hinges, fittings): 5 years
- Gaskets, seals, wood & cast-iron parts: 1 year

WHAT'S NOT COVERED

This warranty does not cover:

Normal wear and tear, including colour changes, crazing, small cracks, or weathering of ceramics and finishes.

- Rust, fading, or discolouration of metal parts.
- Heat damage caused by misuse (for example: using petrol, lighter fluid, or other chemical fire starters, overloading with fuel, or not following operating guidelines).
- Commercial use, unless expressly agreed in writing.
- Accidental damage, improper installation, or unauthorised modifications.
- Costs associated with labour, removal, reinstallation, or shipping.

CONDITIONS

- The BBQ must be used and cared for in line with Gusto's instructions.
- Warranty is valid only for the original purchaser and proof of purchase is required.
- Gusto may repair, replace, or supply parts at its discretion. Replacement parts may differ in finish or design from the original.
- Shipping or fitting costs are not covered.

PURCHASES THROUGH AUTHORISED DEALERS

When products are purchased through an authorised dealer, any warranty claims should be made directly to that dealer. The dealer is responsible for fulfilling the warranty, and Grillo supports its authorised dealers to help ensure that customers receive support with valid warranty claims.

MAKING A CLAIM

To make a claim, please contact your place of purchase or Grillo directly, with proof of purchase and photos of the issue. Grillo reserves the right to inspect the product in question before determining coverage.

REMEDY

If we find a product is defective under this warranty, Grillo will either repair it, replace it with the same or a similar item, or refund the purchase price. Any repaired or replaced items are covered for the remainder of the original warranty period. Labour, installation, removal, or shipping costs are not covered.

LIMITATIONS

This warranty applies only to the original purchaser. Grillo's responsibility is limited to repairing, replacing, or refunding defective products.

Grillo does not accept liability for: (i) indirect, incidental, or consequential loss (ii) Damage, loss, or expense arising from misuse, incorrect installation, or incorrect operation of the kitchen or appliances.

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GRILLO TARN SINK & TAP WARRANTY

Grillo warrants to the original purchaser that the Tarn Sink & Tap will be free from defects in materials and workmanship under normal residential use and conditions for the warranty periods specified in the table below, starting from the date of original purchase. This warranty applies only to products that have been:

- Properly installed according to Grillo's guidelines.
- Used solely for their intended residential purpose.
- Maintained according to Grillo's care and maintenance recommendations.

Normal weathering and ageing of materials from outdoor use are not considered defects and are not covered by this warranty.

Component	Warranty Period	Coverage Details	What's Excluded
Ceramic Sink	2 Years	Structural defects (e.g. cracks from manufacturing faults).	Chips, scratches, stains, discolouration, surface crazing typical of ceramics, damage from impact, frost, thermal shock, misuse, harsh cleaners, or incorrect installation.
Tap	2 Years	Manufacturing defects and mechanical failure.	Finish wear, limescale build-up, damage from freezing-up, leaks from poor installation, misuse, or abrasive cleaning.
Trap, Waste & Seals	1 Years	Manufacturing defects leading to leaks or failure.	Seal degradation, blockages, frost damage, wear & tear, or incorrect installation.

Important Notes

- Protect from freezing: [disconnect and drain tap in winter](#). Damage caused by water freezing is not covered.
- Avoid thermal shock: do not pour boiling water into a cold sink.
- Clean with mild, non-abrasive cleaners; avoid harsh chemicals or abrasive pads.
- Installation must be carried out correctly; damage from poor plumbing or sealing is excluded.
- Warranty is void if the product is modified, misused, or fitted with non-approved parts.

PURCHASES THROUGH AUTHORISED DEALERS

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MAKING A CLAIM

To make a claim, please contact your place of purchase or Grillo directly, with proof of purchase and photos of the issue. Grillo reserves the right to inspect the product in question before determining coverage.

REMEDY

If we find a product is defective under this warranty, Grillo will either repair it, replace it with the same or a similar item, or refund the purchase price. Any repaired or replaced items are covered for the remainder of the original warranty period. Labour, installation, removal, or shipping costs are not covered.

LIMITATIONS

This warranty applies only to the original purchaser. Grillo's responsibility is limited to repairing, replacing, or refunding defective products.

Grillo does not accept liability for: (i) indirect, incidental, or consequential loss (ii) Damage, loss, or expense arising from misuse, incorrect installation, or incorrect operation of the kitchen or appliances.

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CHILL OUTDOOR FRIDGE WARRANTY

Grillo warrants to the original purchaser that its Chill Outdoor Fridges (single and double models) will be free from defects in materials and workmanship under normal residential use and conditions for the warranty periods specified in the table below, starting from the date of original purchase.

This warranty applies only to products that have been:

- Properly installed according to the supplied instructions, including adequate ventilation for built-in installations.
- Used solely for their intended residential purpose.
- Maintained in accordance with the care and maintenance recommendations supplied.

Component	Warranty Period	Coverage Details
General Fridge (parts & labour)	2 Years	Covers repair or replacement of defective parts and associated labour under normal residential use.
Glass Components (doors, lighting covers)	1 Years	Covers manufacturing defects only. Excludes accidental damage and breakage after delivery.

WHAT IS NOT COVERED

This warranty does not cover:

- Normal wear and tear, including scratches, dents, or discolouration.
- Damage resulting from misuse, neglect, improper installation, poor maintenance, or unauthorised modifications.
- Use in commercial, rental, or shared/non-residential environments.
- Operation outside of the specified ambient temperature range.
- Consumable items such as light bulbs and door seals.
- Rust or corrosion caused by coastal/salt air, chemicals, or abrasive cleaning methods.
- Glass breakage after delivery.
- Repairs or modifications not carried out by Grillo or an authorised Chill service partner.
- Costs associated with labour, removal, reinstallation, or shipping.

PURCHASES THROUGH AUTHORISED DEALERS

When products are purchased through an authorised dealer, any warranty claims should be made directly to that dealer. The dealer is responsible for fulfilling the warranty, and Grillo supports its authorised dealers to help ensure that customers receive support with valid warranty claims.

MAKING A CLAIM

To make a claim, please contact your place of purchase or Grillo directly, with proof of purchase and photos of the issue. Grillo reserves the right to inspect the product in question before determining coverage.

REMEDY

If we find a product is defective under this warranty, Grillo will either repair it, replace it with the same or a similar item, or refund the purchase price. Any repaired or replaced items are covered for the remainder of the original warranty period. Labour, installation, removal, or shipping costs are not covered.

LIMITATIONS

This warranty applies only to the original purchaser. Grillo's responsibility is limited to repairing, replacing, or refunding defective products.

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