

KAMADOJAN

KAMADO JAN WARRANTY

The nature of ceramic craftsmanship and why every kamado jan is unique

Every Kamado is made from natural fired ceramic, and each one is unique. Because of the high-temperature firing process, small variations can occur.

These may include:

- Slight color differences
- Minor glaze texture variations or shading
- Natural pinholes in the surface

These features are normal in handcrafted ceramics and do not affect the strength, durability, or cooking performance of your Kamado Jan.

What we don't allow are cracks, chips, major glaze defects, or any repaired surfaces. Every Kamado is quality checked to ensure it meets International Standards before it reaches you.

Enjoy your Kamado Jan — crafted with care, built to last.

Warranty on ceramic parts:

The following ceramic components carry a 20-year warranty to the original consumer purchaser, from an authorised Kamado Jan Dealer:

- Ceramic external dome consisting of a ceramic base and lid.
- Internal ceramic firebox.
- Internal ceramic fire ring.

All other ceramic components, parts and/or accessories carry a 1-year warranty.

Warranty on metal parts:

Metal, stainless steel and cast-iron components of the cooking grill (top vent, base, hinge system, charcoal grate, cooking grid and draft door) carry a 1-year warranty to the original consumer purchaser, from an authorised Kamado Jan Dealer.

While Kamado Jan grills uses rust-resistant material, the warranty on metal parts DOES NOT COVER RUST, OXIDATION, FADING or other BLEMISHES unless the structural integrity of the Kamado Jan is compromised as determined by the manufacturer.

Warranty on other parts:

The following parts carry a 1-year warranty to the original consumer purchaser:

- The lid mounted temperature gauge.
- All bamboo parts.
- All optional accessories sold by Kamado Jan.



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Exclusions and Restrictions:

- This warranty cannot be transferred to subsequent owners. If any product covered by this warranty is defective during warranty condition, such product at the option of Kamado Jan grills will be repaired to its original condition or replaced with a comparable new product or part. The replacement parts shall be constituted in the extent of the liability and obligations of Kamado Jan grills under this warranty.
- The purchaser is required to provide photographic/video evidence to assess the damage when submitting claim. Scratches, cracks, chips, dents, crazing, or minor cosmetic blemishes of the exterior glaze, not affecting performance, are not covered under warranty, as determined by Kamado Jan grills.
- This warranty does not cover damage caused by improper assembly, improper care, failure to follow directions of use, misuse, abuse, negligence, extreme environmental conditions, abnormal wear and tear, accidents, acts of nature, or unauthorized repair, alteration or modification, as determined by Kamado Jan grills.
- This warranty will be invalidated if any liquid, including starter lighter fluid, are poured on or in the ceramic kamado. The protective coating of the ceramic kamado can be compromised by substances or conditions that are beyond Kamado Jan grills' control.
- Warranty coverage is based on normal residential use and maintenance. Kamado Jan grills shall not be liable for any delay or default under this warranty caused by any event or contingency beyond Kamado Jan grills control. This includes acts of nature, fire, government restrictions or restraints, strikes, reduced supply of materials or purchaser's local transportation accidents.

For any warranty claim issues, please contact your nearest Kamado Ja Dealer, or e-mail info@kamadojan.co.za directly.

