

Van-Packer Lifetime Limited Warranty Updated: March 30, 2026

VAN-PACKER CO. ("VAN-PACKER") WARRANTS by this Lifetime Limited Warranty its **Kitchen Ventilation Products and Chimney Ventilation Products** ("Products") will be free from factory defects in materials and workmanship for the lifetime of the products, subject to the terms, conditions, and limitations outlined below. This Warranty is given to the original owner ("You") of the Products against defects in workmanship and materials.

SECTION A: GENERAL TERMS, DISCLAIMERS & OBLIGATIONS

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. THE LIMITED WARRANTY CAN BE FOUND ONLINE AT WWW.VPSTACK.COM/WARRANTY.

VAN-PACKER WARRANTS, DURING THE WARRANTY PERIOD, THE PRODUCTS WILL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP.

THIS LIMITED WARRANTY COVERS DEFECTS THAT ARE THE DIRECT RESULT OF MANUFACTURING OR FACTORY WORKMANSHIP UNDER NORMAL AND INTENDED OPERATING CONDITIONS.

OUR RESPONSIBILITY FOR DEFECTIVE GOODS IS LIMITED TO REPAIR, REPLACEMENT, OR REFUND, AS DESCRIBED BELOW.

THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY VAN-PACKER. NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE PROVIDED BEYOND THOSE EXPRESSLY STATED HEREIN.

LIMITATIONS OF OBLIGATION

VAN-PACKER'S sole obligation under this Warranty, and Your exclusive remedy, is limited to **repair or replacement** of the defective Products (material produced or fabricated at our factory). If repair or replacement is not commercially practical, VAN-PACKER will, at its option, refund the purchase price to the original owner. This Warranty does not include labor or freight cost to remove or replace the Products. This Warranty is non-transferrable and applies only to the original owner and installation site. This Warranty applies provided the system has been sized in accordance with good engineering practice, the material specifications are suitable for the application, and the Products are correctly installed in compliance with all manufacturer's instructions and applicable codes.

DISCLAIMER & EXCLUSIONS

This Warranty shall not apply to any Products or parts of Products which:

- have been damaged due to improper installation, modification, accident, misuse, or neglect of the Products;
- have been repaired or altered outside of VAN-PACKER'S factory unless approved in writing by VAN-PACKER;

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- have been subject to corrosion, deterioration, or damage caused by conditions outside normal operating environments, including but not limited to chemical exposure, industrial contaminants, salt air, excessive moisture, or acts of nature such as fire, flood, or other acts of nature beyond VAN-PACKER'S control;
- have been used in a manner contrary to VAN-PACKER'S installation instructions or published guidelines;
- have been damaged due to malfunction of the attached equipment or faulty installation, including improper support, alignment, clearances, or joint assembly;
- have been damaged due to a pressure event, backfire, or combustion event originating from connected equipment, including generator backfire, where a VAN-PACKER pressure relief valve (PRV), or an appropriate compatible equivalent, was not incorporated into the exhaust system. VAN-PACKER shall not be responsible for any damage resulting from such pressure events when a VAN-PACKER PRV or appropriate compatible equivalent PRV is not installed as part of the system; or
- merely exhibit normal wear and tear, cosmetic discoloration, or surface finish changes that do not affect performance.

CRITICAL OWNER RESPONSIBILITIES

The following examples are provided as examples related to the above Disclaimers and Exclusions. The following examples are not exhaustive.

- The owner/operator is responsible for **periodically inspecting and maintaining** the system in accordance with the **Authorities Having Jurisdiction (AHJ)** and/or local/national building codes. The Products must be maintained in accordance with applicable local

codes and the most current editions of NFPA standards, including but not limited to **NFPA 96**. Failure to do so voids this Warranty.

- Failure to maintain **specified clearances to combustibles** voids this Warranty.
- Failure to follow all **installation instructions** voids this Warranty.
- Components exposed to outdoor or harsh **environmental conditions** must be properly treated for weather resistance, including appropriate sealing, protection, and ongoing maintenance as required for the installation environment. Failure to properly seal, protect, or maintain exterior-exposed components voids this Warranty for any resulting damage, including corrosion or material degradation.

SECTION B: CLAIM PROCEDURES & EFFECTIVE DATE

CLAIM PROCEDURES

If you believe the Products fail to meet the above warranty, notify VAN-PACKER in writing. All claims must include proof of purchase, installation documentation, and a detailed description of the issue. Van-Packer reserves the right to inspect the Products prior to approving any warranty claim. **Van-Packer Lifetime Limited Warranty** Updated: March 30, 2026

EFFECTIVE DATE

The **Lifetime Limited Warranty** is effective upon date of Products shipment from the factory.