

FONTANA

WARRANTY CERTIFICATE AND SERVICE CONDITIONS

Rev. 03/2026

Dear Customer, thank you for choosing an excellent product. Your oven is covered by a warranty against manufacturing defects in compliance with current Italian and international regulations.

1. DURATION AND VALIDITY OF THE WARRANTY

- **Legal Warranty:** The legal product warranty provides coverage for 24 months from the date of purchase indicated on the receipt or invoice, against any manufacturing defects. The excellent construction and quality of the materials, which have always been hallmarks of our products, allows Fontana to offer broader warranty terms depending on the component, as listed below.
- **Documentation Requirement:** It is essential to keep the original tax document to show to the dealer or assistance center in the event of a complaint.
- **Product Use:** The warranty is valid only for ovens used under normal and correct conditions of use:
 - **domestic use** ; commercial or professional use will invalidate it.
 - **installation** in places protected from the elements and observing the instructions in the product's "use and maintenance manual".
 - **shelter** during long periods of inactivity or coverage with adequate protections
 - **cleaning and maintenance** , as notified in the product's "use and maintenance" manual.
 - **maintenance** interventions carried out by authorised or competent personnel.
 - exclusive use of original Fontana **spare parts** .

2. COVERAGE DETAIL (COMPONENTS)

- **Pizza Ovens:**
 - External structure - roofing:** Roofing on the load-bearing structure, **20 years.**
Technical Note: The color change of steel towards golden or burnished tones is not a defect, but a natural physical reaction to high temperatures.
 - Gas burners: 2 years.**
 - Internal vault of the oven: 10 years.**
 - Analog thermometers: 2 years.**
 - Gas system: 2 years.**
 - Volta oven LCD display and electronic parts: 2 years.**
- **Wood-fired ovens (indirect combustion):**
 - General warranty: 2 years.**
 - Cooking chamber warranty: 6 years.**
 - Roof and panels: 10 years against corrosion.**



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Via G. di Vittorio, 6 | 61047 | San Lorenzo in Campo (Italy)
Tel. +39 0721 776697 | fontanaforni@fontanaforni.com
VAT number: 02634330415 | www.fontanaforni.com

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- **Outdoor kitchens:**
 - External structure: 20 years.
 - Hardware, hinges, handles, leveling feet, etc.: 2 years.
 - Sink and accessories: 2 years.
- **Gas Grill Status:**
 - General warranty: 2 years.
 - Cast stainless steel burners: 20 years.
 - rotisserie " burner : 5 years.
 - Lid: 10 years.
 - Hearth: 20 years.
 - grill and stainless steel plancha : for life.
- **Kamado :**
 - Ceramic body and combustion chamber: 10 years.
 - Metal parts (hinges, grilles, rims, thermometer): 2 years.
- **Focum charcoal insert :**
 - General warranty: 2 years.
 - Lid: 10 years.

3. MAIN EXCLUSIONS

The warranty does not apply in the following cases:

- **Cooking Surface (refractory plates):** As materials subject to direct wear and thermal shock, the refractory plates and the under-counter insulation are not covered by the warranty. Micro-cracks or veining are intrinsic characteristics of the refractory stone and do not affect its operation.
- **Non-Compliant Installation:** Damage caused by failure to respect the minimum distances from combustible materials or by installations carried out by unqualified personnel.
- **Improper or Professional Use:** Use of the oven for purposes other than domestic (e.g. restaurant, catering, intensive commercial use) or for unsuitable cooking.
- **Negligence and Maintenance:** Damage caused by inadequate cleaning or the use of corrosive/abrasive chemicals on steel components or the refractory stone.
- **Unsuitable Fuels:** Use of briquettes, lava stone, liquid fuels or treated wood not indicated in the manual.



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- **Alterations and Seals:** Any modifications made to parts sealed by the manufacturer or gas conversions (e.g. from methane to LPG) carried out without original spare parts or authorised personnel will immediately void the warranty.
- **Salt Environments:** The oxidation of steel due to prolonged exposure near marine areas is not considered a quality defect, but rather a chemical-physical characteristic of steels exposed to corrosive climates.
- **Wear and Tear Components:** Bulbs, gaskets and other elements subject to normal wear and tear are not covered, except for manufacturing defects found upon delivery.

4. ASSISTANCE PROCEDURE

1. **Identification:** Locate the serial number on the product identification plate (which must never be removed).
2. **Contact:** Contact your trusted dealer or contact the manufacturer's technical telephone service.
3. **Assessment:** The company will assess the nature of the defect and proceed with the repair or replacement of the component after verifying the correct use of the oven according to the instruction manual.

Please remember that good maintenance and compliance with installation instructions are essential prerequisites for the longevity of your Fontana oven.



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