



# Slick Rock Inc. Product Warranty and Installation Guidelines

Ensuring Quality and Longevity

## Installation Requirements

Slick Rock Inc.'s collection of products must be installed by a licensed professional. This ensures that the installation is executed correctly and according to industry standards, thereby maximizing the product's longevity and performance.

## Product Warranty

### Concrete Products

Slick Rock Inc. concrete products are warranted against defects in material and quality of workmanship for one (1) year from the original date of purchase, provided recommended cleaning and maintenance procedures are performed. This warranty covers structural cracking and sealer failure only within the stated period. It guarantees that all materials and equipment furnished under this statement are of good quality and new. The work will be free from defects, excluding inherent issues like hairlines in the nature of the product or those permitted within Slick Rock Inc.'s allowable tolerances. If a defect occurs during the specified time frame, Slick Rock Inc. will provide DIY repair materials, repair, reseal, recolor, or replace the existing product at no cost to the second party, based on an evaluation by Slick Rock Inc. at its sole discretion.

### Composite Products

Slick Rock composite products are warranted for two (2) years from the original date of purchase. This warranty covers structural issues only. If a defect occurs during the specified time frame, Slick Rock Inc. will provide DIY repair materials, repair, reseal, recolor, or replace the existing product at no cost to the second party, based on an evaluation by Slick Rock Inc. at its sole discretion.

## Shipping and Returns

Slick Rock Inc. is not responsible for shipping costs associated with replacing a defective basin. While Slick Rock Inc. will coordinate shipping, the second party will ultimately be



responsible for those costs. This warranty is null and void in cases of neglect or misuse. It is also void unless all required paperwork and documents have been signed and approved.

## Return Policy

Slick Rock Inc. products are made to order and are not subject to returns. Any approved returns need to be repackaged and arranged to be sent back. Any refunds approved by Slick Rock Concrete will be sent back, paid for by the customer and include a restocking fee.

## Conclusion

Slick Rock Inc. takes pride in the quality and durability of its products. By adhering to proper installation procedures and maintenance guidelines, customers can ensure their products remain in excellent condition. The warranty shows the company's dedication to customer satisfaction and product quality.

This warranty excludes failures caused by occurrences beyond Slick Rock Inc.'s control including, but not limited to, acts of God or public enemy, acts of war, rebellion, or sabotage: fires, floods, explosions, accidents: riots or other acts of workers, whether direct or indirect; or, any other causes whether or not of the same cause or kind as those specifically named above, which are not within the control of the party affected and which, by the exercise of reasonable diligence, said party is unable to prevent or provide against.

Slick Rock Inc. is not liable for defects or malfunctions of third-party suppliers/manufacturers whose products are used in the fabrication/assembly of its products. Slick Rock Inc. is not liable for damages or injury resulting from the misuse of its products.



# Important Guidelines for Slick Rock Inc. Products

## General Guidelines

- Do not apply tape directly to the basins: It is imperative that tape is not applied directly to the basins as it alters the curing process and transfers chemicals to the concrete, which will show in the finished product.
- Color charts: Slick Rock Inc.'s color charts are representations of the colors offered. Actual colors may vary from the color chart colors.
- Solvent-based colors: Slick Rock products are stained with a vibrant array of twelve (12) solvent-based colors.

## Maintenance

- Responsibility: Maintenance is the sole responsibility of the second party.
- Cleaning products: Refrain from using acidic cleaners or strippers such as, but not limited to, muriatic, sulfamic, or orange concentrate cleaners.

## Concrete & Composite Basins

- Non-structural cracks: Concrete basins may develop small, non-structural cracks. There is no guarantee or warranty that our concrete products will not develop hairlines, as hairlines are inherent to concrete. If a crack develops, the fibers mixed within our concrete are designed to hold the pieces together under normal loads for which the product has been designed. The development of a crack normally does not disrupt the performance or structural properties of the concrete basin.
- Structural cracks: A structural crack is defined as a crack that disrupts the structural integrity of the basin, causing it to lose its frame. Most often, structural cracks go all the way through the concrete, tearing it completely apart and allowing the user to see through the concrete. Alternatively, a structural crack could be a crack that is wider than a hairline crack and goes all the way from the top to the bottom of the basin. If you believe you have a structural crack not caused by negligence, call Slick Rock Inc. for an evaluation. Do not fill with water or subject the basin to excessive loads.



- Discoloration and fading may occur over time to our concrete products. Due to the nature of our stains, the elements in which our basins are placed can alter the color. Basins can be re-stained and/or re-sealed to keep them looking new. Reach out to Slick Rock Concrete for the color you need. Our colors are designed specifically for Slick Rock Concrete products.
- Slick Rock Inc. is not responsible for any damage that may occur to our basins due to a third-party cover. Rubberized, plastic, or non-breathable covers should not be used for Slick Rock products as they could cause the sealer and/or stain to de-laminate.
- In consideration of the mutual promises set forth herein, Slick Rock Inc. covenants and agrees that it shall perform services rendered in a timely, professional manner, providing quality results set to Slick Rock Inc. standards. Slick Rock Inc. is not liable for color inconsistencies, nor to be held responsible for differences in opinion of color tone and color modeling, or other disagreements and opinions of color. All verbal agreements are void unless otherwise stated in this contract.
- Slick Rock Inc. is not liable for defects or malfunctions of third-party suppliers/manufacturers whose products are used in the fabrication/assembly of its products. Slick Rock Inc. is not liable for damages or injury resulting from the misuse of its products.
- Any claim or controversy arising among or between the parties hereto and any claim or controversy arising out of or respecting any matter contained in this Agreement or any difference as to the interpretation of any of the provisions of this Agreement shall be settled by arbitration in the city of Boerne, Texas by Three (3) arbitrators under the then prevailing rules of the American Arbitration Association.
- In any arbitration involving this Agreement, the arbitrators shall not make any award which will alter, change, cancel or rescind any provision of the Agreement and their award shall be consistent with the provisions of this Agreement. Any such arbitration must commence no later than sixty (60) days from the date such claim or controversy arose. The award of the arbitrators shall be final and binding.



# Limitation of Liability

Slick Rock Inc. does not assume liability for the use or defects of any products sold or distributed by Slick Rock Inc. (the “Products”) on [www.slickrockinc.com](http://www.slickrockinc.com) (the “Site”). Slick Rock Inc. products are intended only for their specified purposes and are not meant for repurpose. Any special requests for alterations are the responsibility of the purchaser. Any alterations or misuse of the products by the owner voids any liability and warranty.

Slick Rock Inc. products are sold individually, and their use, including placement, support, structure, anchoring, and general application, is the responsibility of the purchaser and end user. Communication with Slick Rock Inc. staff is only to assist in identifying the Products; Slick Rock Inc. and its staff do not assume responsibility or liability regarding the installation or use of any Products. Customers should seek assistance from a qualified licensed installer to ensure proper selection and installation of any Products and compliance with local codes and ordinances.

Slick Rock Inc. disclaims liability for claims for damage, injury, cost, or expense incurred as a result of or caused by the installation or use of any Products. Customers must indemnify, defend, and hold harmless Slick Rock Inc. and its employees, officers, directors, owners, and agents from any such claims for damage, injury, cost, or expense related to the installation or use of any Products purchased by the customer.

## General Information & Gas Fire (Standard)

**CAUTION:** The assembly instructions provided are only suggestions. All installations, connections, final setup, and service must be performed by a professional certified by the National Fireplace Institute (N.F.I.), the Wood Energy Technology Training (W.E.T.T.) in Canada, or the local authority having jurisdiction over gas piping. These entities will hereafter be referred to as certified or licensed installers.

**CAUTION:** This product is intended for outdoor use only.

**CAUTION:** Concrete parts are heavy and fragile. Moving these parts will require two or more individuals. Extreme care should be taken when handling concrete as it can easily be scratched or chipped by other hard objects such as metal, stone, or other concrete.

**CAUTION:** When lava rock is new or contains moisture, operating the fire bowl may cause it to pop and emit small particles. Upon initial ignition or after the lava rock has become damp, it may take several minutes for the lava rock to dry out and cease popping.



## Limitation of Liability Cont.

**Note:** All Slick Rock Inc. Fire-bowl products are shipped unassembled. Slick Rock Inc. has collaborated with third-party suppliers to provide a safe and high-quality fire-bowl product. It is the purchaser's responsibility to ensure the safe assembly, placement, and operation of the final assembled unit, all of which should be conducted by a licensed professional.

**DISCLAIMER:** Slick Rock Inc. is not a licensed installer nor authorized in gas or fire safety. Efforts have been made by Slick Rock Inc. to ensure the products it sells are safe by sourcing responsibly manufactured third-party components. It is the purchaser's responsibility to ensure the proper assembly of these components into our concrete products. Slick Rock Inc. assumes liability solely for the quality of its concrete items. Great care and caution should be exercised when assembling Slick Rock Inc.'s concrete products in conjunction with third-party components as mentioned above. The assembly instructions provided are merely suggestions. All connections and final setups should be approved and executed by a certified installer.

**CAUTION:** Failure to read and understand the following material may result in fire, injury, or death. Please download, read, and fully comprehend the correct document for your purchased item:

<http://www.hpcfire.com/outdoor/support-2/product-instructions-2/>



# Limitation of Liability Cont.

Match/Manual light instruction - <http://www.hpcfire.com/download/get/800-frs-fps-matchlit-04022011/676/>

Electric push button ignition - <http://www.hpcfire.com/download/get/820-fpk-sparkignition-04042011/676/>

Remote start ignition - <http://www.hpcfire.com/download/get/850-electronic-ignition-flamecontrol-system-06162011/676/>

Propane - <http://www.hpcfire.com/download/get/700-fplp-07212011/676/>

Water & Gas - <http://www.hpcfire.com/download/get/970-fire-water-bowl-03232011/676/>

**WARNING:** For your safety read before lighting. If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

- A. When lighting follow these instructions exactly.
- B. Before LIGHTING, smell around the appliance area for gas. Be sure to smell next to the floor, because some gas is heavier than air and will settle on the floor.

What to do if you smell gas:

- Do not try to light a fire-bowl or any appliance.
  - Do not touch any electric switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas suppliers' instructions.
  - If you cannot reach your gas supplier, call the fire department.
- C. Use only your hand to turn the gas control knob or valve. Never use tools. If the valve will not turn by hand, don't try to repair it, call a qualified service technician. Force or attempted repair may result in a fire or explosion.
  - D. Do not use this appliance if any part has been underwater. Immediately call a qualified service technician to inspect the appliance, and to replace any part which has been underwater.



# Lighting Instructions

1. STOP! Read the safety information above.
2. Remove the top cover. If one exists.
3. Find the manual gas control valve.
4. Place a burning match on top of burner in the middle where ports are present. DO NOT HOLD THE MATCH IN HAND. For Natural Gas unit turn on the on/off valve slowly. For liquid propane unit turn the valve on the LP tank counterclockwise all the way and then turn on the on/off valve slowly at the unit. If there is no on/off valve for your selected unit, use the LP tank valve to control flame height and intensity. Take caution when lighting without an on/off valve and do not open the valve all the way.
5. If the burner does not light before the match goes out, immediately turn the gas off.
6. Wait at least five (5) minutes to clear out any gas. If you have unsuccessfully tried to light the burner, wait longer. Then smell for gas, including near the floor. If you smell gas, STOP!

Follow “B” in the safety information above. If you don’t smell gas, repeat step 4.

## Turn Off Gas Fire-Bowl

7. Turn the on/off valve to the off position for natural gas units. For LP units, turn the on/off valve to the off position and then turn the valve on the LP tank to the off position clockwise.

## Natural / Composite Wood Fire

Please use extreme caution when lighting, operating and controlling natural or composite wood burning fires. As is true with all stone and stone like materials there is a high probability that heating the material will cause cracks, shattering or combustion. Do not heat the concrete surface. Do not allow the flames to grow to a size that will regularly touch the concrete material in turn causing the concrete to become hot. Do not build large fires. We recommend the use of composite fire wood burning only one “log” at a time. Failure to follow the above will likely cause cracking and color/sealer failure. Practice common sense and moderation when building a “wood” fire in conjunction with Slick Rock Inc. products.