

At Grillstream, we take great pride in the durability and safety of our BBQs and accessories.

We've meticulously chosen materials for their longevity and safety considerations, and our products incorporate cutting-edge technology that sets industry standards.

For added peace of mind, we offer a generous 10-year limited warranty on our Grillstream products, and a 3-year limited warranty on Casa Mia pizza ovens and chimineas.

All products must be registered for limited warranty via our "[warranty registration](#)" page within 28-days from receipt of goods.

This warranty is applicable to the original purchaser and specifically covers manufacturing faults and defects. In the event of a manufacturing fault or defect occurring during normal domestic use, the manufacturer will, at their discretion, undertake repair, refinishing, or replacement of the affected item.

Please note that the manufacturer reserves the right to substitute failed items with a similar product if the original model or colour is no longer available.

Any replacement will be made for the specific failed item, not for an entire set. Additionally, any repair, refinish, or replacement does not extend the original warranty period.

In case of a product failure, it is the responsibility of the customer to return the item to the store of purchase, accompanied by a copy of the receipt. If purchased through this website, then please use the warranty claim link shown above on this page.

To confirm eligibility of your limited warranty, we require a completed warranty registration from the customer using the above link within 28-days from receipt of goods.

It's important to be aware that our warranty specifically excludes general wear and tear, rusting of steel components and parts, corrosion, commercial use, and damage resulting from failure to follow reasonable care, maintenance, and assembly instructions for both furniture and hardware.

In all instances where a product is not covered by one of our limited warranties a standard 12 month warranty will apply.

Below is a list of the limited warranties we currently have in place for all Grillstream and Casa Mia models:

Grillstream - Dual skin hood:

Dual Skin Hood: 10 year limited warranty, which excludes mechanical damage

Grillstream - JetFlame ignition, manifold and valve system (excluding side burners):

3 year limited warranty

Grillstream - Burners against corroded through:

3 year limited warranty

Grillstream - FlameTamers against corroded through:

2 year limited warranty

Grillstream - Grills against corroded through:

3 year limited warranty

Casa Mia gas burners

3 year limited warranty