The Federal Trade Commission (FTC), the nation’s consumer protection agency, and Weber have reached an agreement regarding one of our warranty provisions. The FTC claims that our prior replacement parts provision did not follow federal law when it said that you and other Weber owners must use genuine Weber parts to keep your warranty coverage.

To settle the matter, Weber has agreed to revise this provision.

You don’t have to use authorized Weber parts to maintain your warranty unless Weber gives you the parts for free under the warranty. By law, Weber cannot void your warranty because you installed another company’s parts unless Weber gives you the parts for free. However, Weber is not obligated to pay for repairs of non-genuine Weber parts or repairs due to damage or defects caused by non-genuine Weber parts.

We recommend that you keep a copy of this notice and the revised replacement part provision in your files. You can find the revised provision on page 2.

If you have questions, please call us at 855-753-1029, or email us at support@weberstephen.com.

Thank you again,

Bryan Beckwith
Director, Consumer Care Americas
Amendment to the Exclusion of Warranty

This statement of the Exclusion of Warranty has been amended.

Previous statement:
Any parts that are used and/or installed on your WEBER product that are not genuine WEBER parts are not covered by this Warranty. Any damages that result from the use and/or installation of parts on your WEBER product that are not genuine WEBER parts are not covered by this Warranty.

Replace with new statement:
Using third party parts will not void this Warranty. However, any parts that are used and/or installed on your WEBER product that are not genuine WEBER parts are not covered by this Warranty. In addition, any damages that result from the use and/or installation of parts on your WEBER product that are not genuine WEBER parts are not covered by this Warranty. Any conversion of a gas grill not authorized by WEBER and performed by a WEBER authorized service technician will void this Warranty.

U.S.:
1-800-446-1071

Mexico/México/Mexique:
01 800 0093237

Canada/Canadá/Canada:
1-800-446-1071