

Warranty Information

Looft Industries provides a 2 year warranty from the date of purchase and it only comprises manufacturing defects. Freight costs are not part of the warranty. The warranty will also expire if unauthorized modifications of any kind have been performed on the device. Warranty claims must be accompanied by the receipt of purchase. The warranty does not cover self caused issues like melting the front of the Looftlighter. **The warranty does not cover purchase from non authorized online sales.**

Please read the instructions carefully:

1. LIGHT

Touch the charcoal with the tip of the Looftlighter

2. PULL BACKWARDS

When sparks or glow appear

3. CONTINUE

To aim the air flow towards the same spot

IMPORTANT

The charcoal and wood quickly reaches very high temperatures with the Looftlighter and the radiant heat from the charcoal/wood will turn back and be absorbed by the Looftlighter. This is why the outer tube (with the hole pattern) is made of aluminum*, and it's only purpose is being a heat shield.

The advantage of aluminum is that it does not absorb heat to dangerous levels, and also cools quickly. But the disadvantage of aluminum is that it can melt if the Looftlighter is kept touching the charcoal/wood, and this is why it's so important to slightly pull it away when sparks or glow appear.

So, if you haven't followed the above instructions, and kept the tip of the Looftlighter touching the charcoal or wood for too long (so the aluminum got damaged), we're sorry to say that the warranty does not cover this.

WEBSITE: <http://www.looftlighter.com/>

CONTACT: 855 90 LOOFT

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.