

Policy and Response to Inquiries Regarding Cracked Primo Fire Boxes

We encourage Primo Owners in the USA to continue to use their fire box if a crack occurs, even if they choose to receive a replacement fire box. Below are the options and responses our warranty department uses.

Customer: “My fire box is cracked and I need to file a warranty claim for a replacement.”

The Customer Has Two Options:

- 1. Continue to Use it Without Filing a Claim.** It will not affect the cooking performance, it is completely safe to use, and may not crack further. This option reserves your right to file a claim for a replacement fire box in the future and avoids the current cost of shipping.
- 2. Continue to Use it and File a Warranty Claim. **Primo highly recommends that you store the replacement fire box and continue to use your existing one.**** This option allows you to replace your fire box immediately if a separation occurs in the future, however, you are responsible for the shipping cost.

Customer: “Why Did My Fire Box Crack?”

Primo Response:

It is not uncommon to experience a crack in the fire box over the life of your grill. A crack can occur due to the stresses placed on it from the expansion and contraction from repeated heating and cooling.

The two main functions of a Primo fire box are to hold the lump charcoal and to protect the ceramic grill base from exposure to the high heat of the lit charcoal (1,500°F+/815°C).

It can be alarming to see a crack. A crack actually serves as a “relief point” for future expansion and it may not crack further. Even if the crack expands the full height of the fire box it will not affect the cooking performance and it is completely safe to use.

Why Doesn't Primo Use a Fire Ring?

The design of a fire box with a fire ring is an old design when Kamado grills were made out of fire brick material. It was very difficult to achieve searing temperatures with this type of material without the fire box or base cracking. The design allowed a customer to remove the fire ring to place the cooking grate closer to the charcoal fire.