



American Energy Systems, Inc.

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2010 REQUEST FOR SERVICE FORM MAGNUM & COUNTRY FLAME

Date: _____

AES RMA No. (required): _____

PRODUCT DEALER

PRODUCT OWNER

Name of Dealer: _____

Showroom Unit? Yes No

Name of Customer: _____

Was Unit Pre-burned? Yes No

Technician's Name: _____

Customer Installed? Yes No

Address: _____

Dealer Inspected Customer Install? Yes No

City: _____ State: _____ Zip: _____

Product inspected before operation? Yes No

Phone: _____ Fax: _____

Warranty Card Sent to Manufacturer? Yes No

Product Serial No: _____

Pictures Taken? Yes No

Product Model No: _____

Pictures Attached? Yes No

Date of Sale (required): _____

Are parts tagged? Yes No

Date Installed: _____

Parts were ordered from Factory? Yes No

Date Inspected/Service(d) (required): _____

Parts from Dealer Stock? Yes No

List indications of problem: _____

List actions taken to correct the problem: _____

List parts replaced: _____

American Energy Systems Inc. Technician Assistance Requested? Yes No Problem corrected? Yes No

* Dealer and/or Customer Signature: _____

(Signature is acceptance of all policies stated within this form.)

OFFICE USE ONLY – DO NOT WRITE IN THIS BOX

Warranty Card on File? Yes No

Pictures Received? Yes No

Warranty Parts Authorized? Yes No

Warranty Labor Authorized? Yes No

Date Part Received: _____

Date Unit Received: _____

Warranty Authorized by: _____

Warranty Technician Comments: _____

Unable to Process: _____

Parts \$ _____

Freight \$ _____

Labor Credit \$ _____

Total \$ _____

Approved By: _____

Sales Order No.: _____

Date Part(s) Issued: _____

Sent to Dealer/Customer: Yes No

Policy for Appliances Being Returned to Manufacturer for Service

At AES we believe in providing superior service to our dealers/customers and want to make sure we provide years of enjoyment from any stove or furnace purchased from us. You can feel secure knowing we are 100% committed to making sure any appliance we receive for service will leave our facility fully inspected and recertified as an appliance that meets all safety standards.

When an appliance should be sent to the manufacturer for service. The only time an appliance should be sent to the factory for service is when there is a proven structural malfunction with the unit and the issue **cannot** be repaired in the field by an AES Certified Dealer or Service Provider. Any issue regarding electrical components, augers, doors, glass, bearings and improper burning (*unless determined a result of structural failure*) can be repaired in the field and **will not** be allowed delivery to the manufacturer for repair or service.

What the customer/dealer needs from the manufacturer prior to sending in an appliance for service.

Permission to return any appliance **must** be granted by the manufacturers' Warranty Department prior to shipment. Permission is granted by the issuance of a Return Merchandise Authorization (RMA) number. Failure to obtain an RMA number prior to shipping an appliance to the manufacturer will result in the appliance being declined and returned to sender.

Fees associated with appliances serviced by the manufacturer. A \$150 deposit is required on all appliances being serviced by the Manufacturer prior to being received at the factory. If warranty is established by the factory the deposit will be returned prior to the unit being shipped back to the consumer/dealer. Generally, this fee will cover the cost associated with fully inspecting, performing pre-work maintenance and re-certifying the appliance to make sure it is in safe working condition. (*Additional fees will apply for work performed other than work covered under the Manufacturer's warranty*) Before any work is completed the customer/dealer will be contacted with a complete estimate and suggested repairs and/or available upgrades to the unit. The estimate will contain parts and labor plus shipping if not covered under the manufacturers' warranty. Payment will be required prior to any work being completed. As a manufacturer, we are unable to return any appliance that is a safety concern to you, your family or your dwelling and will require that necessary repairs be paid for and completed before the unit can leave our factory. Our goal is to return your appliance as quickly as possible. Once an estimate is given for additional work recommended, the customer/dealer will need to reply within 24 hours or additional service and/or upgrades will not be preformed.

Documentation required by manufacturer. The manufacturer requires that photos are submitted prior to receiving an appliance. Photos are needed showing the structural issue being reported as well as all four sides of the unit, top of the unit and how the unit was installed. Documentation is also needed listing any parts or components that will not be shipped with the appliance. (*Firepot, power cord, door, etc.*)

Duties required by the customer/dealer prior to appliance being sent back to the manufacturer.

Before an appliance can be sent to the manufacturer for service, the customer/dealer must first: (*unless otherwise specified by the manufacturer*)

- Thoroughly clean the unit (firebox, firepot, ash pan). Follow the manufacturer's recommended cleaning instructions listed in owners manual.
- Remove unburned fuel from the hopper.
- Include a sample of unburned fuel. (preferably a quart size zip lock bag full)
- Report to the Warranty Department any items that will not be included in the shipment to the manufacturer. (Firepot, door, power cord, fuel stir, etc)
- Make sure appliance is properly secured to pallet and protected for shipping. (*We always recommend to take photos of final packaging to provide documentation incase a shipping claim arises.*)
- Return to the manufacturer a signed Request for Service Form including assigned RMA number.