



AES Technical Bulletin

Pictures

Product models covered: All models of Wood/Biomass/Corn/Wood Pellet Magnum & Country Flame Appliances.

Topic: This technical bulletin will be addressing the use of pictures for all Magnum & Country Flame appliances, when pictures are needed, how many, from what angle, etc.

Procedure: If the Technical Department, Dealer, Technician, or installer requests pictures of a unit, you need to take pictures from all angles of the unit, and pictures showing the installation and venting (both inside the home and outside the home). If pictures are requested of specific parts, take pictures from all angles of the part. Never fax over pictures, they are usually not clear and this can waste valuable time, either email (recommended) or mail the pictures. This is very important! Never allow a stove to be removed from a home until photos have been taken and the dealer/technician has contacted our technical department. Warranty might be denied if we cannot see how the unit was installed or what the problem is.

Contact information:

technical@magnumheat.com

Pictures must be clear and show problem area.

Example of heat exchangers pictures (multiple pictures with different views)

