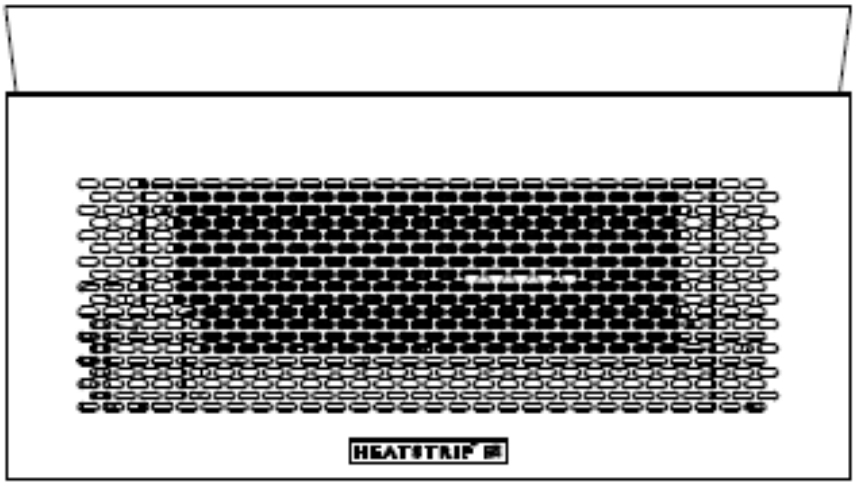
HEATSTRIP®

OPERATION, INSTALLATION AND MAINTENANCE MANUAL

Wall Mounted Radiant Gas Heater

X-DGR32WNG



DANGER

If you smell gas:

1. Shut off gas to the appliance.
2. Extinguish any open flame.
3. If odor continues, keep away from the appliance and immediately call your gas supplier or your fire department.

DANGER

1. Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
2. An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

WARNING

Improper Installation, adjustment, alteration, service, or maintenance can cause property damage, injury or death. Read this operating and assembly instruction thoroughly before installing or serving this heater.

WARNING

FOR OUTDOOR USE ONLY.
Appliance is to be protected from rain.

TO BE INSTALLED ONLY BY AN AUTHORIZED PERSON.

THERMOFILM AUSTRALIA

Intertek

09/2025 v1

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Contact AMD Direct for warranty or replacement parts

Phone: 800.966.8126

Important: Use only Heatstrip replacement parts. The use of any part that is not Heatstrip replacement part can be dangerous and will also void your product warranty. Keep this Operator's Manual for convenient referral and for part replacement.

To obtain the correct replacement parts for your Heater please refer to the part numbers in this parts list. The following information is required to ensure you receive the correct parts:

1. Model and Serial Number (see CSA label on Heater)
2. Part Number
3. Part Description
4. Quantity of parts needed

Pre-Assembly Instructions for your safety.

PRE-ASSEMBLY

Read and perform the following pre-assembly instructions:
Required Tools

□ Protective work gloves
□ Protective eyewear
□ Phillips Head Screwdriver

□ You will need assistance from another person to handle the heater and other large, heavy parts.

□ Open lid of shipping carton and remove parts box and packing materials. Lay cardboard sheet on floor to use as a work surface to protect floor and heater parts from scratches.

□ You may slice the carton front corners with a utility knife to lay open the carton front panel. This allows you to raise the heater and remove the components packed inside, making it easier to lift. Use the lid of carton front as work surface to protect floor and heater parts from scratches.

□ Use the Part Diagrams to ensure all items are included and free of damage.

□ Do not assemble or operate the heater if it appears damaged. If there are damaged or missing parts when you unpack the shipping cartons or you have questions during assembly process, call AMD Direct 800.966.8126

□ Any guard or protective device removed from servicing the heater must be replaced prior to operating the heater.

□ **Note:** You should inspect the heater and connections before each use. You should perform periodic leak tests on propane hose. The *Cleaning and Maintenance* section of this manual has detailed information needed. The heater should be inspected/serviced at least annually by a qualified service person.

Heater Installation Codes

The installation must conform with local codes or, in their absence of local codes, with either:

- **National Fuel Gas Code**, ANSI Z223.1/NFPA54
- **Natural Gas And Propane Installation Code**, CSA B149.1
- **Propane Storage And Handling Code**, B149.2

For Liquid Propane (LPG)

The gas manifold supply pressure must be regulated at 11" water column utilizing a Thermofilm authorized regulator.

The minimum inlet pressure to the regulator from the tank is 10 psi and maximum pressure is 150 psi.

Natural Gas (NG)

This gas pressure regulator supplied with this appliance must be used in conjunction with NG source capable of supplying appliance input rating at required inlet pressure. Set up for an outlet pressure of **4" W.C.**

LPG CYLINDER USE AND SAFETY

□ LP Gas heater models are designed for use with a standard 20 lb. Liquid Propane Gas (LP Gas) tank, not included with heater. Never connect your gas heater to an LP Gas tank that exceeds this capacity. A tank of approximately 12 inches in diameter by 18-1/2 inches high is the maximum size LP Gas tank to use. You must use an "OPD" gas tank which offers a listed Overfill Prevention Device. This safety feature prevents the tank from being overfilled which can cause a malfunction of the LP Gas tank, regulator and/or heater.

□ The LP Gas tank must be constructed and marked in accordance with the Specifications for LP-gas cylinders of the U.S. Department of Transportation (DOT); or the Standard for Cylinders, Spheres and Tubes for Transportation of Dangerous Goods and Commission, CSA B339, as applicable.

□ The LP Gas tank must have a shutoff valve, terminating in an LP Gas supply tank valve outlet, that is compatible with a Type 1 tank connection device. The LP Gas tank must also have a safety relief device that has a direct connection with the vapor space of the tank

□ The tank supply system must be arranged for vapor withdrawal.

□ The LP Gas tank must have a collar to protect the tank valve. If the collar is damaged in any way, the tank must be replaced prior to using the heater.

□ Never connect an unregulated LP gas tank to your gas heater. The gas regulator assembly supplied with your gas heater is adjusted to have an outlet pressure of 11" water column (W.C.) for connection to an LP gas tank. Only use the regulator and hose assembly supplied with your gas heater.

Replacement regulators and hose assemblies must be those specified by the Manufacturer.

□ Have your LP Gas dealer check the release valve after every filling to ensure it remains free of defects.

□ Always keep LP Gas tank in upright position. Do not subject the LP Gas tank to excessive heat.

□ If you store your gas heater in the garage always disconnect the LP Gas tank first and store it safely outside.

□ Never store an LP Gas tank indoors. LP Gas tanks must be stored outdoors in a well-ventilated area and out of the reach of children.

□ Do not store a spare LP-gas cylinder under or near this appliance; Never fill the cylinder beyond 80 percent full.

OUTDOOR AREAS SAFETY APPLIANCE LOCATIONS

This appliance is for outdoor use only.

This appliance must be placed on level firm ground.

This appliance shall only be used in an above ground open-air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion are rapidly dispersed by wind and natural convection.

Any enclosure in which the appliance is used shall comply with one of the following:

1. An enclosure with walls on all sides, but at least one permanent opening at ground level.
2. Within a partial enclosure that includes an overhead cover and no more than two walls.
3. Within a partial enclosure that includes an overhead cover and more that two walls, the following shall apply:
- At least 25% of the total wall area is completely open.
- At least 30% of the remaining wall area is open and unrestricted.
- In the case of balconies, at least 20% of the total wall area shall be and remain open and unrestricted.

The following diagrams are examples of outdoor areas.
These same principles apply to any other shaped area.

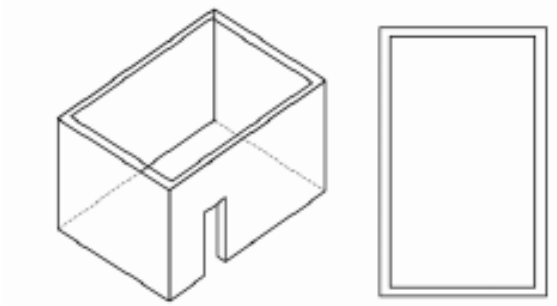


FIGURE E1—OUTDOOR AREA–EXAMPLE 1

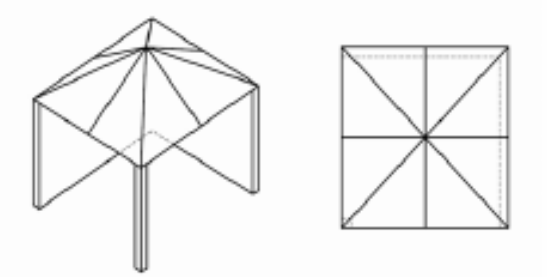


FIGURE E2—OUTDOOR AREA–EXAMPLE 2

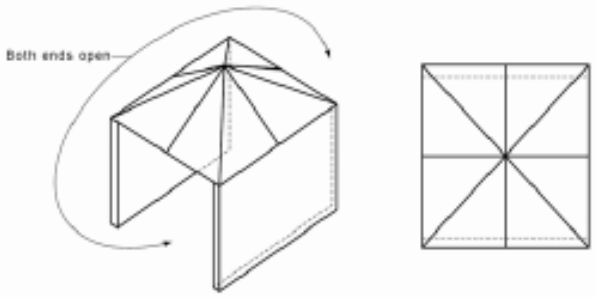


FIGURE E3—OUTDOOR AREA–EXAMPLE 3

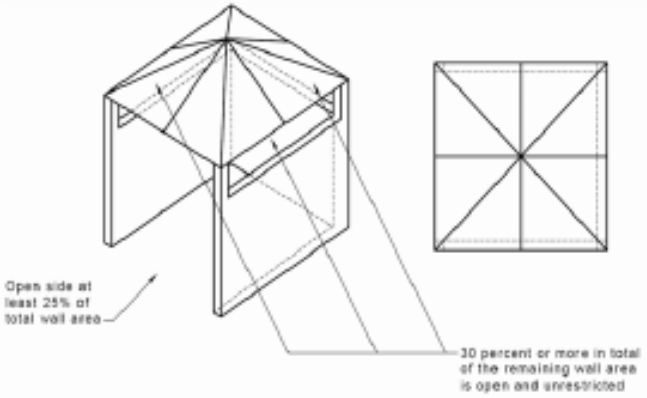
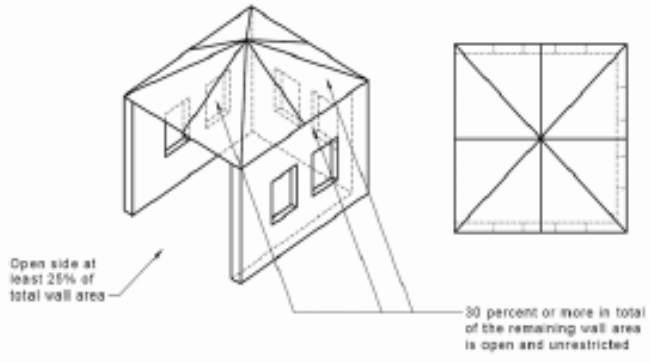


FIGURE E4—OUTDOOR AREA–EXAMPLE 4



FOR YOUR SAFETY

WARNING

1. Do NOT store or use gasoline or other flammable liquids and vapors within 25 feet (8m) of this appliance.
2. Do NOT use this outdoor heater near automobiles, trucks, vans or recreational vehicles.
3. Do NOT use this outdoor heater under any overhead or near any unprotected combustible materials. Avoid using near or under overhanging trees and shrubs.
4. Always use this outdoor heater on a hard, level, non-combustible surface such a concrete, rock or stone.
5. Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition.
6. Young children should be carefully supervised when they are in the area of the heater.

WARNING

- Failure to comply with these instructions could result in a fire or explosion that could cause serious bodily injury, death or property damage.
- Before using this gas appliance read all instructions and perform all gas leak-check procedures even if the product was pre-assembled by the retailer or manufacturer.

WARNING

Hot while in operation. Do not touch.
Keep children, clothing, furniture, gasoline and other liquids having flammable vapors away.

WARNING

- LPG heater models must be used with Liquid Propane Gas and the regulator assembly supplied.
- Natural Gas models must be used with Natural Gas only. Any attempt to convert the heater from one fuel type to another is extremely hazardous and will void the warranty.
- Never disconnect the gas regulator or any gas fitting while your heater is lit. A lit heater can ignite leaking gas and cause a fire or explosion which could result in property damage, personal injury or death.
- Keep gas regulator hose away from hot heater surfaces and dripping grease. Avoid unnecessary twisting of hose. Visually inspect hose prior to each use for cuts, cracks, excessive wear or other damage. If the hose appears damaged do not use the gas heater. Call Thermofilm for an authorized replacement hose.

WARNING

- Use your heater at least 3 feet away from any wall or surface. Use your heater at least 3 feet away from combustible objects that can melt or catch fire (such as vinyl or wood siding, fences and overhangs) or sources of ignition including pilot lights on water heaters and live electrical appliances.
- Never use your gas heater in a garage, porch, shed, breezeway or any other enclosed area.
- Never obstruct the flow of ventilation air around your gas heater housing.

Outdoor Gas Radiant Heater

Model Type	Wall Mounted
Model Number	X-DGR32WNG
Gas Type	Natural Gas
Test Point Pressure	1.00 KPA
Nominal Gas Consumption	32,225 BTU/HR
Injector Size	1.40mm *4
Hose Connection	5/8" - 18UNF (3/8"SAE)
Net Weight	11.5kg

This appliance must only be used in a well ventilated area. The following clearance should be followed:

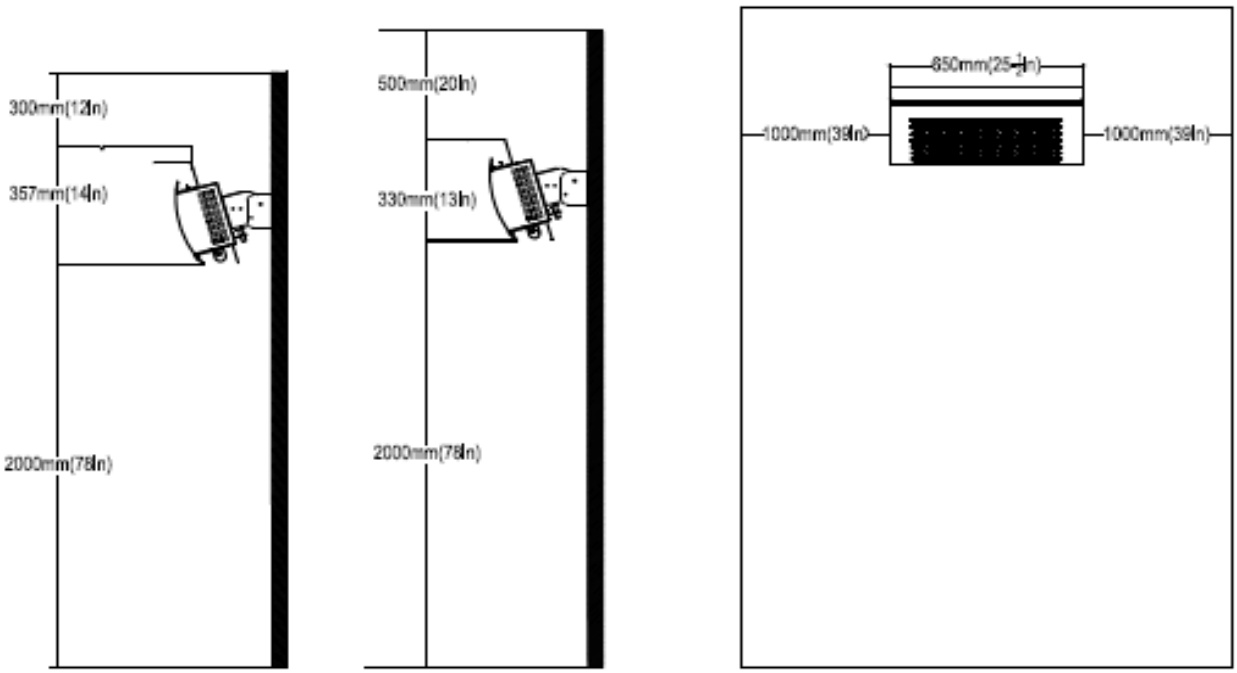
The heater should not be installed:

- Where heat ignition can cause damage to gas cylinders/lines
- Near other combustible materials.
- In open locations subject to rain.

Heater should be installed to allow adequate:

- Clearance around air openings to combustion chamber.
- Clearance from combustible material
- Provisions for accessibility and clearance for combustion and ventilating air supply.

Dimension and Clearance Detail



IMPORTANT 1 : *MINIMUM CLEARANCES TO COMBUSTIBLE MATERIAL, FROM TOP 500 mm(20 inches)/ add TGHSHIELD for 300 mm(12 inches), SIDE 1000 mm(40 inches).*

MINIMUM MOUNTING HEIGHT: 2000 mm(79 inches).

Note: Additional heat shield (TGHSHIELD) is required for 300 mm (12 inches) overhead clearance and it's available at extra cost.

Hardware Pack Parts List

PART #	PART DESCRIPTION	QTY	PURPOSE OF PART
P06033006A	Hardware Pack	1	For use in assembly of TGH34WN - 2
S112M05102	Pan Head Screw M5 x 10mm	3	Install Heat Deflector to Head
P05501166D	Pin Φ6 x 150mm	1	Install heater to Wall Mounting Bracket
P05501164B	R Cotter Pin	1	
S020100223	Bolt M6 x 150mm	1	
S411M0606A	Wing Nut M6	1	
	Screwdriver	1	

Hardware Pack Diagram



Pan Head Screw
M5x10mm
Qty. 3
Part # S112M05102



Screwdriver
Qty. 1



Pan Head Screw
M6x10mm
(Pre-Assembly)
Qty. 2
Part # S112M05102



Pin Φ6 x 150mm
Qty. 1
Part # P05501166D



R Cotter Pin
Qty. 1
Part # P05501164B



Bolt M6 x 150mm
Qty. 1
Part # S020100223

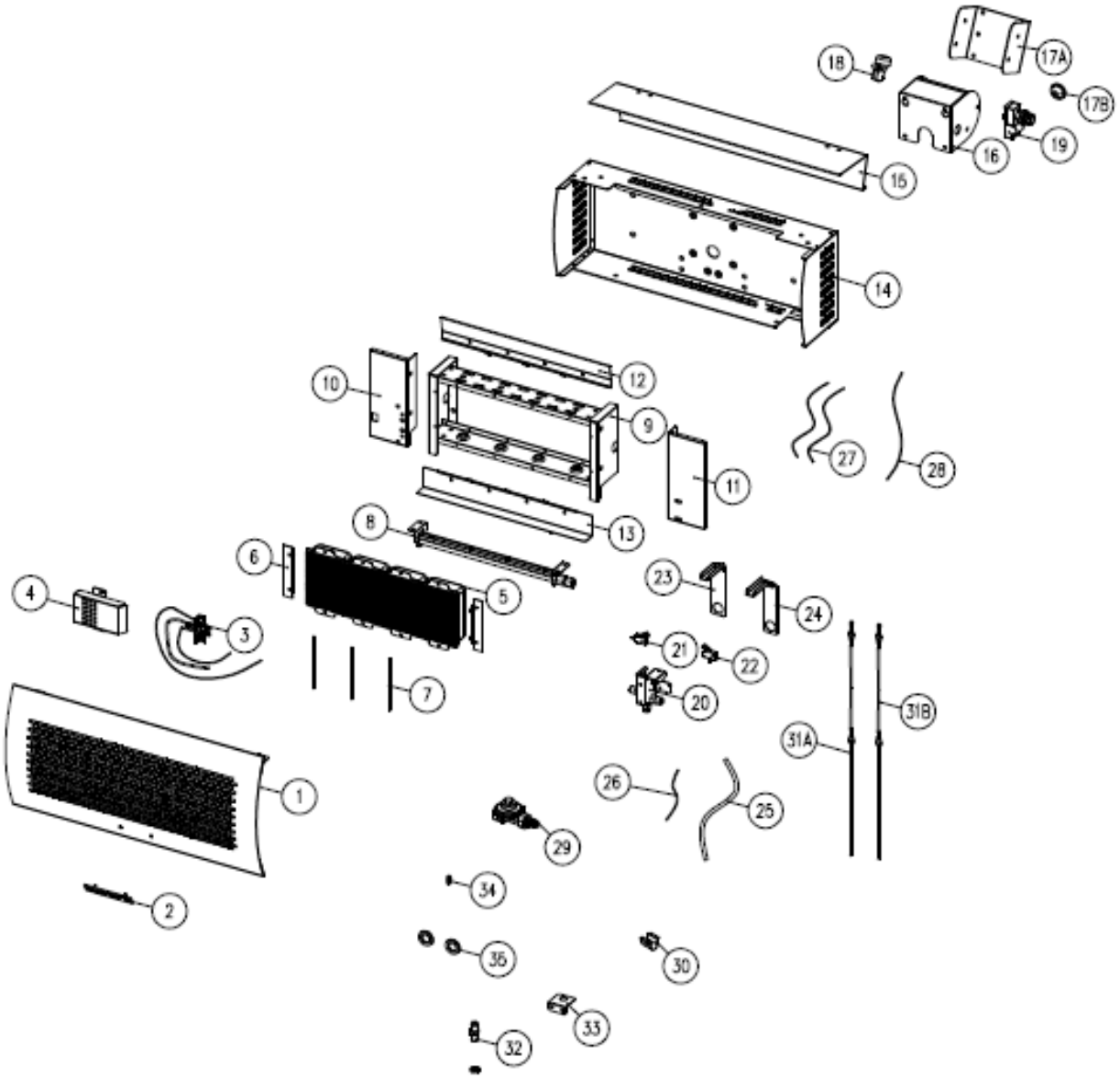


Wing Nut M6
Qty. 1
Part # S411M0606A



AA Battery

Parts Diagram



Contact AMD Direct for warranty or replacement parts

Phone: 800.966.8126

Important: Use only Heatstrip replacement parts. The use of any part that is not Heatstrip replacement part can be dangerous and will also void your product warranty. Keep this Operator's Manual for convenient referral and for part replacement.

To obtain the correct replacement parts for your Heater please refer to the part numbers in this parts list. The following information is required to ensure you receive the correct parts:

1. Model and Serial Number (see CSA label on Heater)
2. Part Number
3. Part Description
4. Quantity of parts needed

Parts List

KEY	DESCRIPTION	PART NO.	QTY.
1	Protective Guard	P03351045D	1
2	Name Plate	P00408001A	1
3	Pilot Burner Assembly - NG	Y0040027	1
	Orifice (NG)	P06536035A	1
	Thermocouple with wire	P05308006B	1
	Electrode with wire	P02618081A	1
4	Thermocouple wind shield	P033510234	1
5	Burner Assembly	P02005035D	4
6	Burner Bracket, Side	P033510324	2
7	Burner Holder	P020110804	3
8	Manifold assembly - NG	Y0060886	1
	Orifice (NG)	P06536037A	4
9	Burner Assembly Frame	P03351029D	1
10	Bowl Bracket, Left	P033510464	1
11	Bowl Bracket, Right	P033510474	1
12	Burner Bracket, Upper	P033510484	1
13	Burner Bracket, Lower	P033510494	1
14	Head Bowl	P03351050D	1
15	Heat Deflector	P03351034D	1
16	Head Assembly Bracket	P03351051D	1
17A	Wall Mounting Bracket	P03351040D	1
17B	Protective Ring	P055560021	1
18	Tilt switch	P05380005A	1
19	Electric Ignitor	P02505032F	1
20	Gas valve Assembly	Y0060887	1
	Gas valve	P03253002F	1
21	Micro Switch (ON)	P05382007D	1
22	Micro Switch (OFF)	P05382008D	1
23	Triger - (ON)	P033510524	1
24	Triger - (OFF)	P033510534	1
25	Connecting Hose	P03720006F	1
26	Thermocouple wire	P02616079L	1
27	Electrode wire	P02616080L	2
28	Tilt switch wire	P02616081L	1
29	Regulator Assembly - NG	P03641006C	1
30	Thermocouple Valve Cover	P069090104	1
31A	Red Cord	P03351036A	1
31B	Black Cord	P03351035A	1
32	Connector with Nut	P03907013A	1
33	Hose Bracket	P03328091D	1
34	Spring	P05504116E	1
35	Finger Protective Ring	P055560033	2

Assembly Instructions

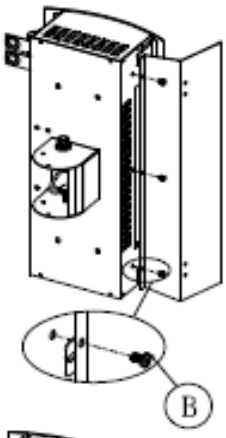
CAUTION: To assemble this heater, you should obtain assistance from another person when handling the larger, heavier pieces.
Please refer to the Page 6 "Dimension and Clearance Detail" before installing this heater.

1

☐ Remove all the packing materials.
☐ Install the Heat Deflector to the Head using 3 Pan Head Screws M5x10mm, then tighten all the screws securely.



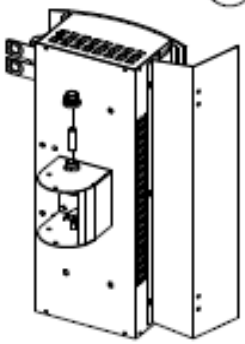
Pan Head Screw
M5x10mm
Qty. 3
Part # S112M05102



2



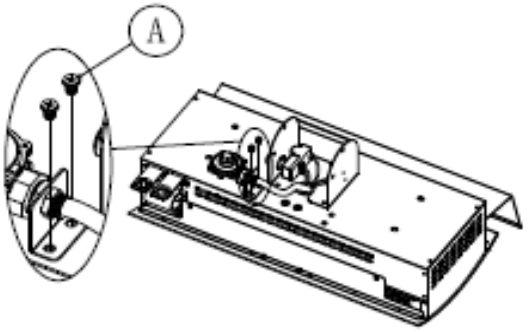
AA Battery



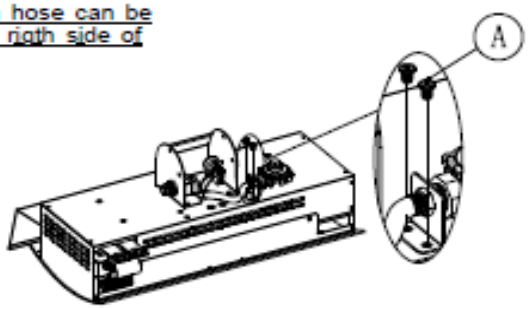
3



Pan Head Screw M6x10mm
(Pre-assembly)
Qty. 2
Part # S112M06102

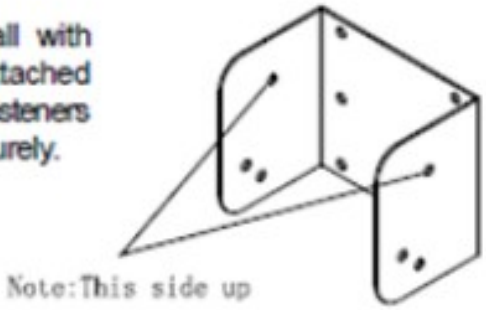


Note: Reglator with hose can be assembly at left or rigth side of back panel.



4 Install Wall Mounting Bracket

☐Install the wall mounting bracket to the wall with appropriate fixings for the material to be attached (Masonry, wood, metal etc.), using 6 appropriate fasteners (not included), then tighten all the screws securely.



5 Install Heater

☐Install the Heater to the Wall Mounting Bracket using 1 Pin Φ6*150mm with 1 R Cotter Pin, using 1 Bolt M6*150mm with 1 Plan Washer M6 and 1 Wing Nut M6.

☐Tighten the pin and bolt securely.



Pin Φ6 x 150mm
Qty. 1
Part # P05501166D



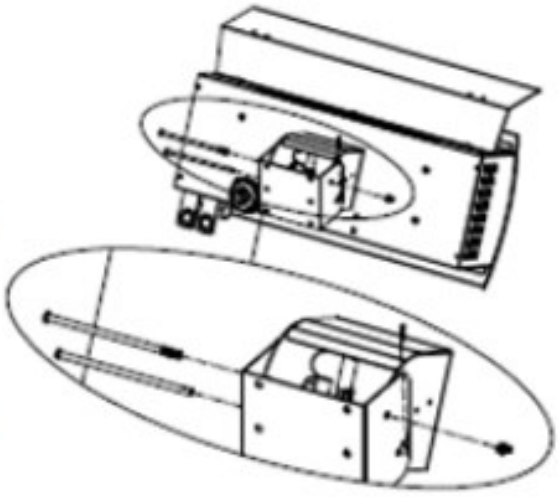
R Cotter Pin
Qty. 1
Part # P05501164B



Bolt M6 x 150mm
Qty. 1
Part # S020100223



Wing Nut M6
Qty. 1
Part # S411M0606A



Use and Care Instructions

LP Gas Model only:

Connect Regulator with Hose to your LP Gas Tank

- Turn Burner Valve to the OFF position.

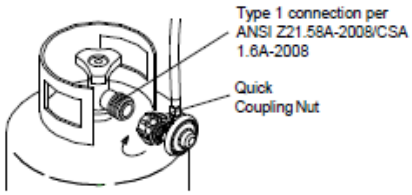
- Inspect the valve connection port and regulator assembly

for damage or debris. Remove any debris.

Never use damaged or plugged equipment.

- Connect the regulator assembly to the tank valve and HAND TIGHTEN nut clockwise to a full stop. DO NOT use a wrench to tighten because it could damage the Quick Coupling Nut and result in a gas leak/fire hazard.

- Open the tank valve 1/4 to 1/2 (counterclockwise) and use a soapy water solution to check all connections for leaks before attempting to light your heater. See "Check all Connections for LP Gas Leaks". If a leak is found, turn the tank valve off and do not use your heater until the leak is repaired.



CAUTION:

When the heater is not in use the gas must be turned off at the tank. Place dust cap on cylinder valve outlet whenever the cylinder is not in use. Only install the type of dust cap on the cylinder valve outlet that is provided with the cylinder valve. Other types of caps or plugs may result in leakage of propane.

Disconnecting A Liquid Propane Gas (LPG) Tank From Your Heater

- Make sure the Burner Valve and LP Gas tank valve are off. (Turn clockwise to close.)

- Detach the hose and regulator assembly from the LP Gas tank valve by turning the Quick Coupling Nut counterclockwise.

- Don't use a wrench or any tools when turning the Quick Coupling Nut.

WARNING

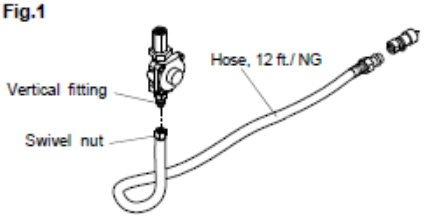
If you have a gas leak that cannot be repaired by tightening, turn off the gas at the source, disconnect fuel line from your heater and call your gas supplier for repair assistance.

Natural Gas Model only:

Connecting Natural Gas To Your Heater

Connect the Swivel nut of the 12' Natural Gas Hose to the horizontal fitting of NG Regulator as shown in **Fig.1**. Connect the other hose end (male plug) to the gas supply line from your home. Read and follow the "Natural Gas Safety Instructions" below.

Fig.1



Natural Gas Safety Instructions

- Your natural gas heater is designed for use with natural gas (NG) only. The gas pressure Regulator supplied with this appliance must be installed and used on your heater. The unit and Regulator are set to operate with an outlet pressure of 4" W.C.

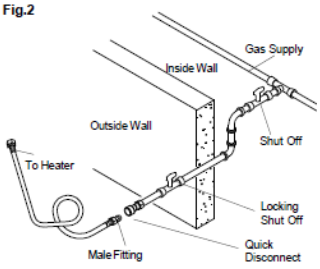
- Install a Shutoff Valve at the gas supply source outdoors at a point after the gas pipe exits the outside wall and before the quick-disconnect hose. Or install it at the point before the gas line piping enters the ground. See Fig. 2.

- Pipe sealing compound or pipe thread tape resistant to the action of natural gas must be used on all male pipe thread connections.

- Disconnect your heater from fuel source when the gas supply is being tested at high pressures. This heater and its individual shutoff valve must be disconnected from the gas supply pipe system during any pressure testing of that system at pressure in excess of 1/2 psi (3.5kpa).

- Turn off your heater when the gas supply is being tested at low pressures. The heater must be isolated from the gas supply pipe system by closing its individual manual shutoff valve during any pressure testing of the gas supply pipe system at pressures equal to or less than 1/2 psi (3.5kpa).

Fig.2



USE AND CARE INSTRUCTIONS

Check For Gas Leaks

Never test for leaks with an open flame. Prior to first use, at the beginning of each season, or every time your LP Gas Cylinder is changed, you must check for gas leaks. Follow these three steps:

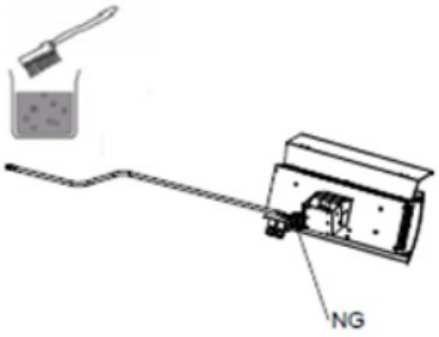
1. Make a soap solution by mixing one part liquid detergent and four parts water.



2. **Pull on the off tab until you hear a "click and then release, then turn on gas at the source.**



3. Apply the soap solution to all visible gas connections. If bubbles appear in the soap solution the connections are not properly sealed. Check each fitting and tighten or repair as necessary.



GAS REQUIREMENTS

TGH34WL(LPG) Model:

- ☐ This appliance is for use with a LP Gas.
- ☐ The approved inlet pressure to be 2.74 Kpa.

TGH34WN(NG) Model:

- ☐ This appliance is for use with Natural Gas only.
- ☐ Ensure that inlet pressure to the regulator does not exceed 5.0 Kpa.
- ☐ The approved inlet pressure to be 1.0 Kpa.

WARNING

Failure to read and follow the Use and Care Instructions could result in a fire or explosion that could cause serious bodily injury, death or property damage.

WARNING

If you have a gas leak that cannot be repaired

by tightening, turn off the gas at the source,

disconnect fuel line from your heater and call your gas supplier for repair assistance.

LIGHTING INSTRUCTIONS

Heater Lighting Instructions

- ☐ Before each use, check all hoses for cracks, nicks, cuts, burns or abrasions. If a hose is damaged in any way, do not use your heater before replacing the hose with an authorized part from the Parts List. Also make sure all gas supply connections are securely tightened.
- ☐ Familiarize yourself with the safety and Use and Care Instructions in this Manual. Do not smoke while lighting heater or checking gas supply connections.
- ☐ Always light the heater standing to the side of the heater, never light the heater standing in front.



WARNING

Failure to replace a faulty hose, secure gas supply connections before proceeding to the Lighting Procedures could result in a fire or explosion that could cause serious bodily injury, death, or property damage.

TURN ON THE HEATER

1.Turn on the gas source

2. Pull the "ON" tab down you will hear a "click" and continue to hold for 10 seconds. The Heater should light, release the tab.

3. If the burner does not ignite, turn off the gas source. Wait at least 5 minutes for gas to clear, then retry. If your heater still fails to light, turn gas source OFF. Wait 5 minutes for gas to clear and then conduct a gas leak test. If no leak is detected, repeat the lightening procedure.

TURN OFF THE HEATER

1.Pull the off tab until you hear a "click" and then release

2.If the heater does not turn off, repeat step one.

3. Turn off the gas supply

4. When the heater is not in use, please turn off the gas source.

TROUBLE SHOOTING

Fault	Causes	Remedy
Pilot or main burner will not light	(a) Air in gas line	Purge gas line
	(b) Blockage in gas line	Trace back and clear
	(c) Igniter not sparking	Repair lead, electrode, piezo or replace battery
	(d) Cylinder turned off	Turn on
	(e) Cylinder empty	Install full cylinder
Main burner will not light fully	(a) Poor gas supply	Trace supply back to source, clear where necessary
	(b) Gas control inoperative	Inspect valve, rectify
	(c) Insufficient gas	Install full cylinder/rectify gas supply
Flame is yellow	(a) Check injector	Clean if necessary
	(b) Check gas pressure	Adjust as required
	(c) Check venturi for dust	Clean if necessary
	(d) Check burner ports for blockage	Clean if necessary

WARNING

If the appliance still cannot be lit, contact AMD 800 966 8126 for assistance

CLEANING AND MAINTENANCE

Proper care and maintenance will keep your heater in top operating condition and prolong its life. Follow these cleaning procedures on a timely basis and your heater will stay clean and operate with minimum effort.

CAUTION: Be sure your heater is OFF and cool before cleaning.

CLEANING EXTERIOR PAINTED SURFACES

Before initial use, and periodically thereafter, we suggest you wash your heater using a mild soap and warm water solution. You can use a wash cloth or sponge for this process.

Never use abrasive cleaners, scrubbers or stiff wire brushes of any type on your heater. These will scratch painted surfaces during the cleaning process.

Ensure the appliance is dried after cleaning to prevent rusting. It is recommended the heater be operated on high heat after cleaning to ensure the appliance is dry.

WARNING

Failure to comply with these instructions could result in a fire or explosion that could cause serious bodily injury, death or property damage.

Keep heater area clear and free from combustible materials, gasoline and other flammable vapors and liquids.

Keep the ventilation openings of the cylinder enclosure cabinet free and clear of debris.

WARRANTY TERMS

Thermofilm warrants to the original owner that HEATSTRIP products will be free from defects in materials and workmanship for a period of 24 months from the date of purchase in accordance with the following warranty terms and conditions.

Provision of this warranty is subject to:

- The HEATSTRIP products must be installed in accordance with the Installation Instructions and relevant gas and electrical standards and codes.
- The HEATSTRIP products must be maintained and cleaned according to instructions detailed in the Installation Manual.
- There is no warranty expressed or implied with regard to capacity requirements. The selection of the unit or units depends entirely upon the system design and capacities as determined by the purchaser.
- The customer has not repaired, opened or altered the product in any unauthorized manner.
- This warranty excludes damage to the product or components arising from circumstances outside the control of Thermofilm, including, but not limited to, where the product is not used for intended purpose; where the product has been rectified in any way; incorrect installation; incorrect power supply; damaged caused during delivery; misapplication, misuse, abuse, vandalism, lack of maintenance or accident.
- The original invoice, including serial number are required for any claim made pursuant to the terms of warranty.
- Thermofilm is not liable for, and will not authorized repairs resulting from product not performing correctly as a result of being used in an environment where the ambient temperature and humidity are outside the operating conditions specified for these items.
- Transportation charges involved in return of the product to the Thermofilm factory (or any other location authorized in writing by Thermofilm) is the sole responsibility of the customer.
- The following are not covered under this warranty
  1. Breakage of the burner tiles .
  2. Rust and or discoloration due to heat or corrosive environments
  3. Damage or failure due to incorrect installation of gas supply.
  4. Any damage or loss attributable to failure to provide adequate ventilation for the product as specified by the manufacturer.
- Thermofilm does not participate in any site related costs or labour expenses incidental to replacement of parts, repairing, removing, installing, servicing, transportation or handling of parts to complete products, and assumes no liability on parts repaired or replaced without written authorization. Thermofilm shall not be liable for any default or delay in performance of its warranty obligations caused by any circumstances beyond its control, including, but not limited to, judicial or government restrictions, strikes, fires, floods, abnormal weather conditions, delayed supply of components.

Should products be determined as damaged on arrival, immediately notify the transport company of the condition and have them noted on the freight documents. If damage is discovered after unpacking, demand immediate inspection by the transportation company and insist that a record of the damage is made on the freight documentation.

The customer warrants using the product in accordance with:
1. Any instructions provided to it by Thermofilm from time to time.
2. All government and local regulations, including but not limited to all relevant gas electrical, environmental laws and regulations governing the installation, storage, use, handling and maintenance of the goods.
3. All necessary and appropriate precautions and safety measures relating to the installation, storage, use, handling and maintenance of goods.

Our goods come with guarantees that cannot be excluded under the American Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

All warranty requests for repairs or replacements must be accompanied by a complete "Warranty Claim Form" available from Thermofilm, together with proof of purchase (and where possible, photos of the installation) and the heater returned to the place of purchase.

In the event of a warranty claim, the goods need to be returned to the distributor/retailer for repair replacement.

No part returns will be accepted without prior authorization from AMD Direct .

Authorization for parts and/or the return of parts may be requested by calling 800 966 8126

For technical troubleshooting and/or service inquiries, please call 800 966 8126