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DYNA-GLO RMC-FA300DGD-1 Owner's Manual

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Please read and save these instructions. Read carefully before attempting to assemble, install, operate or maintain the product described. Protect yourself and others by observing all safety information. Failure to comply with instructions could result in personal injury and/or property damage! Retain instructions for future reference.

Dyna-Glo™ Delux Propane Construction Heater

Description

Dyna-Glo™ Delux Model RMC-FA300DGD heaters are 300,000 BTU/Hr construction heaters. This heater uses propane gas for combustion, and electricity to run the fan. It is primarily intended for temporary heating of well-ventilated buildings under construction, alteration or repair. This heater should be utilized in sheltered, well-ventilated areas, but never in occupied dwellings.



Figure 1 - Model RMC-FA300DGD

Specifications

Electrical Specifications

Model	Electrical Input	Amperage
RMC-FA300DGD	120 V, 60 Hz	0.65



ANS Z83.7-2011 CSA 2.14-2011 Construction Heater

General Specifications

Model	Output Rating BTU/Hr	Fuel	Maximum Fuel Consumption	Ignition	Regulator Outlet Pressure
RMC-FA300DGD	300,000	Propane Vapor Only	13.9 lb/h (6.3 kg/h)	Direct Spark, Interrupted	7-10 PSIG

Model	Hot Air Output Approx. (CFM)	Motor	Minimum Supply Pressure to Regulator	Maximum Supply Pressure to Regulator	Size L x W x H (Inches)
RMC-FA300DGD	1800	0.085 HP 1,720 RPM	25 PSIG (For purposes of input adjustment)	Max Bottle Pressure	33.7 x 12.6 x 18.5 (85.6 x 32 x 47 cm)

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Unpacking

1. Unpack all materials used to protect the heater inside of carton. Retain plastic caps attached to exposed fittings for use during storage.

2. Remove heater, accessories and all hardware from carton.
3. Inspect all items for damage that may have occurred during shipment.

▲ WARNING **GENERAL HAZARD WARNING FAILURE TO COMPLY WITH THE PRECAUTIONS AND INSTRUCTIONS PROVIDED WITH THIS HEATER, CAN RESULT IN DEATH, SERIOUS BODILY INJURY AND PROPERTY LOSS, OR DAMAGE FROM THE HAZARDS OF FIRE, EXPLOSION, BURN, ASPHYXIATION, CARBON MONOXIDE POISONING, AND/OR ELECTRIC SHOCK.**

ONLY PERSONS WHO CAN UNDERSTAND AND FOLLOW THE INSTRUCTIONS SHOULD USE OR SERVICE THIS HEATER.

IF YOU NEED ASSISTANCE OR HEATER INFORMATION SUCH AS AN INSTRUCTION MANUAL, LABELS, ETCETERA, CONTACT THE MANUFACTURER.

General Safety Information
IMPORTANT: Be sure to read and understand all cautions and warnings,

before operating this heater. Keep this instruction manual for future reference, and use it as a guide to safe and proper operation of the heater. Various precautions appear throughout this manual. Please review and pay close attention to them. Below is an explanation of the various levels of caution required while operating this heater.

▲ DANGER Indicates an imminently hazardous situation which, if not avoided, WILL result in death or serious injury.

▲ WARNING Indicates a potentially hazardous situation which, if not avoided, COULD result in death or serious injury.

▲ CAUTION Indicates a potentially hazardous situation which, if not avoided, MAY result in minor or moderate injury.

▲ WARNING FIRE, BURN, INHALATION, AND EXPLOSION HAZARD, KEEP SOLID COMBUSTIBLES, SUCH AS BUILDING

Dyna-Glo™ Propane Construction Heater

NEVER LEAVE THE HEATER UNATTENDED WHILE BURNING!

MATERIALS, PAPER OR CARDBOARD, A SAFE DISTANCE AWAY FROM THE HEATER AS RECOMMENDED BY THE INSTRUCTIONS.

NEVER USE THE HEATER IN SPACES WHICH DO OR MAY CONTAIN VOLATILE OR AIRBORNE COMBUSTIBLES, OR PRODUCTS SUCH AS GASOLINE, SOLVENTS, PAINT THINNERS, DUST PARTICLES OR UNKNOWN CHEMICALS.

California Proposition 65 Warning: Fuels used in gas or oil fired appliances and the products of combustion of such fuels, contain chemicals known to the State of California to cause cancer, birth defects or other reproductive harm. This product contains chemicals, including lead and lead compounds, known to the state of California to cause cancer, birth defects or other reproductive harm. **Wash hands after handling.**

▲WARNING Using this heater in a residential garage requires that the heater is positioned so that it is protected against any possible damage by a moving vehicle, etc. It must be positioned so that the base of the heater is no less than 18 in (450 mm) above the garage floor or 8 ft (2450 mm) in repair garages. The heater must be placed on a stable surface. Do not place it on a chair, ladder, etc. Raising the heater will reduce **BUT NOT eliminate the possibility of lighting the vapor of any flammable liquids which may be improperly stored or accidentally spilled. If the smell of gasoline is present, DO NOT operate this heater until the area has been properly ventilated.**

▲WARNING Not for home or recreational vehicle use.

The heater is designed and approved for use as a construction heater under ANS Z83.7 CSA 2.14. It is hard to anticipate every use which may be made of this heater. **CHECK WITH YOUR LOCAL FIRE SAFETY AUTHORITY IF YOU HAVE QUESTIONS ABOUT APPLICATIONS.**

Other standards govern the use of fuel gases and heat producing products in

specific applications.

Your local authority can advise you about these.

IMPORTANT: READ THIS USER'S MANUAL CAREFULLY AND COMPLETELY BEFORE TRYING TO OPERATE OR SERVICE THIS HEATER. IMPROPER USE OF THIS HEATER CAN CAUSE SERIOUS INJURY OR DEATH FROM FIRE, EXPLOSION AND CARBON MONOXIDE POISONING.

This is a direct-fired forced air construction heater for either indoor construction or outdoor use. Its intended use is primarily the temporary heating of buildings or structures under construction, alteration or repair. All the products of combustion generated by the heater are forced through the heater and released into the area being heated. This heater operates at approximately 98%+ combustion efficiency but still produces a small amount of carbon monoxide. Humans can tolerate small amounts of carbon monoxide for short periods. Carbon monoxide can build up in a heated space and failure to provide adequate ventilation could result in poisoning or death.

IMPORTANT SAFETY INFORMATION

- Children should be carefully supervised, when they are in the area.
- Always maintain proper clearance from combustible materials. Minimum clearance from combustibles:
Side - 24" (61cm); Top - 72" (1.8 m); Front - 96" (2.4 m). Floor - combustible. Not for use on finished floors.
- Heater must be placed on level and stable surface.
- Never place anything including clothes

or other flammable items on the heater.

- The appliance area shall be kept clear and free from combustible materials, gasoline and other flammable vapours and liquids.
- Do not modify or operate a heater which has been modified.
- Adequate clearance for accessibility and for combustion & ventilation air supply must be maintained at all times when the heater is operating.
- Service and repair should be done by a qualified service person. The heater should be inspected before each use and at least annually by a qualified person. More frequent cleaning may be required as necessary. Do not service while hot or operating.
- Never connect heater to an unregulated gas supply.
- The heater is shipped from the factory for LP(Propane) gas. This heater is for use with propane gas only, do not convert heater to any other gas. Installation must conform to local codes or, in the absence of local codes, with the standard for the Storage and Handling of Liquefied Petroleum Gases ANSI/NFPA 58 and the Natural Gas and Propane Installation Code CSA B149.1
- The minimum and maximum inlet pressures to the regulator from the gas tank are 5 psi and bottle pressure, respectively. Use only the regulator & hose assembly provided with the heater. Inspect the regulator/hose assembly prior to each use of the heater. If there is excessive abrasion or wear, or hose is cut, replace with regulator/hose assembly listed on the parts list prior to using this heater.

Models RMC-FA300DGD

NEVER LEAVE THE HEATER UNATTENDED WHILE BURNING!

- Gas supply connections should be checked using a 50/50 solution of liquid dish soap and never use a flame to check for gas leaks.
- The electrical connection & grounding must comply with National Electrical Code. ANSI/NFPA 70 or in Canada CSA C22.1, Canadian Electrical Code, Part 1. Use only a properly grounded three (3) prong receptacle.
- Do not restrict inlet or outlet by any means. The flow of combustion and ventilation air is not to be obstructed.
- This heater should not be directed toward any propane-gas container within 20 ft (6 m). The heater must be located at least 6 ft. (1.83 m) in the U.S.; or (ii) 10 ft. (3 m) in Canada, from any propane gas container.
- The propane cylinder supply system must be arranged to provide for vapour withdrawal from the operating cylinder.
- This heater is not to be used with external thermostats, timers or other devices that control or alter electrical supply to the heater.

▲WARNING *Motor and fan must be running before lighting, during operation and at shutdown, in order to prevent a flame-out condition which could result in personal injury or property damage.*

- Do not adjust regulator below 7 PSIG or above 10 PSIG

Theory of Operation

FUEL SYSTEM

The hose/regulator assembly runs from the propane supply to the heater itself. After the gas runs through the hose and regulator, it passes through the solenoid valve and out the nozzle into the combustion chamber.

AIR SYSTEM

The internal motor turns the fan, which pushes air around and through the combustion chamber. Here the air is heated and provides a constant stream of warmth.

IGNITION SYSTEM

The spark module sends voltage to the ignitor. The ignitor ignites the fuel and air mixture.

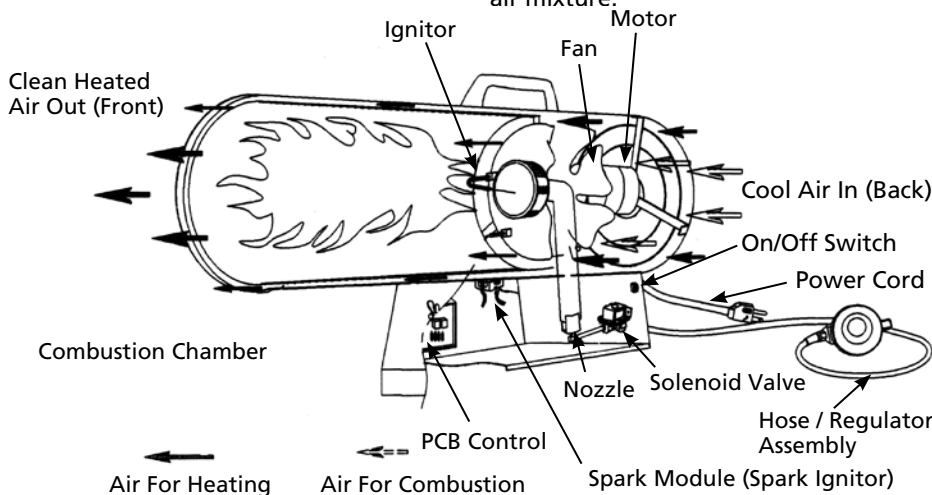


Figure 2 – Cross Section Operational View

SAFETY CONTROL SYSTEM

This system shuts the heater down if the flame is extinguished. The fan and motor will continue to operate, but there will not be any heat.

PROPANE SUPPLY

All propane gas and tanks are to be provided by the user.

This heater should only be used with a tank that has a vapor withdrawal system. Refer to the Standard of Storage and Handling of Liquefied Petroleum Gas, ANSI/NFPA 58, Chapter 5. Your local fire department or library will have this information.

Two factors will dictate how much propane is used from each tank:

1. The amount of gas in each tank.
2. The surrounding air temperature at each tank.

The chart below shows how many tanks should be used at a given temperature. This heater should not be operated with a tank smaller than 100 pounds.

As the temperature drops, less gas is

Average Temperature at Tank Location		Number of Tanks
°F	°C	
		3
40	4.44	Use larger tank
32	0	Use larger tank
20	-6.67	Use larger tank
10	-12.22	Use larger tank
0	-17.78	Use larger tank
-10	-23.33	Use larger tank
-20	-28.89	Use larger tank

vaporized, so a larger tank may be necessary in very cold weather. Never operate this heater with a tank smaller than 100 pounds. Your local propane dealer can help you select the proper tank size and configuration.

Dyna-Glo™ Propane Construction Heater

NEVER LEAVE THE HEATER UNATTENDED WHILE BURNING!

Installation

▲ WARNING Review and understand all of the warnings in the Safety Information Section on pages 1–3. They are required to operate this heater safely. Follow all local and state codes when operating this heater.

▲ WARNING After installing all gas piping, and making the proper connections, be sure to check for leaks. Apply a 50/50 mixture of dish soap and water to all connections. Bubbles forming are evidence of a leak. Be sure to correct all leaks at once!

1. Provide propane supply system as outlined above.
2. Connect POL fitting on hose/regulator assembly to propane tank(s) by turning the fitting COUNTERCLOCKWISE into the threads on the valve on top of the tank. Finish by tightening firmly, using 7/8" (22.2 mm) wrench.

IMPORTANT: To protect the regulator from weather damage, tighten the fitting with the black adjustment knob pointing down.

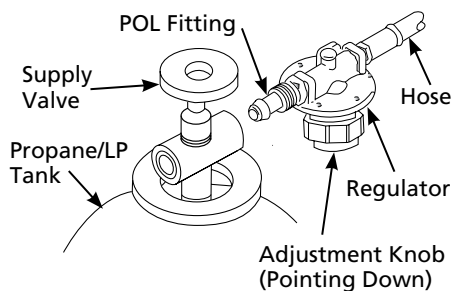


Figure 3 – Regulator with Vent Pointing Down

3. Connect female end of hose to the inlet connector of the heater, and tighten firmly with a wrench.

IMPORTANT: Use extra piping or hose if necessary to connect the heater to the gas supply, but always use the regulator supplied with the heater.

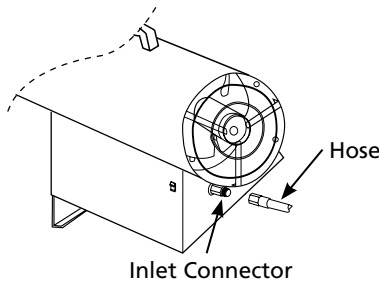


Figure 4 – Hose and Inlet Connector

4. Open supply valve on propane tank(s) SLOWLY.

NOTE: If this valve is not opened slowly, the excess flow check valve on the tank will interrupt the gas flow. If this happens, close the supply valve and reopen slowly.

5. Adjust the regulator to between 7 and 10 PSIG.

▲ WARNING Do not adjust the regulator above 10 PSIG or below 7 PSIG, or the heater may not operate properly.

6. Check all connections for leaks.

▲ WARNING Never use an open flame to check for leaks. Apply a 50/50 solution of liquid dish soap and water to check all connections. Correct all leaks immediately.

7. Close propane supply valve.

Ventilation

▲ WARNING Always follow the minimum fresh air ventilation requirements. If these guidelines are not followed, carbon monoxide poisoning can occur. Always provide proper amounts of fresh air before operating this heater.

Provide at least three square feet (0.28 m²) of fresh, outside air for each 100,000 BTU/Hr of rating. This heater requires a fresh air opening of at least 11.25 square feet (1.05 m²). Provide extra fresh air if more heaters are being used.

Operation

▲ WARNING Review and understand all of the warnings in the Safety Information Section, on pages 1–3. They are required to operate this heater safely. Follow all local and state codes when operating this heater.

TO START HEATER

1. Follow all safety, installation and ventilation instructions in this manual.
2. Position the heater on a stable and level surface, and be sure that no drafts blow into the inlet or outlet of the heater.
3. Plug the power cord of the heater into a three hole grounded extension cord. Be sure that the extension cord is at least 6 feet long, and is UL listed.

EXTENSION CORD SIZE REQUIREMENT

- Up to 50 feet (15.2 m) long, use 18 AWG rated cord.
- 51 to 100 feet (15.5 - 30.5 m) long, use 16 AWG rated cord.
- 101 to 200 feet (130.8 - 61 m) long, use 14 AWG rated cord.

4. Plug extension cord into a 120 volt/60 hertz, three hole grounded outlet.
5. Open supply valve on propane tank(s) SLOWLY.

NOTE: If this valve is not opened slowly, the excess flow check valve on the tank will interrupt the gas flow. If this happens, close the supply valve and reopen slowly.

6. Adjust the regulator to between 7 and 10 PSIG.

NOTE: The higher regulator setting will enable the heater to produce more heat.

Model RMC-FA300DGD

NEVER LEAVE THE HEATER UNATTENDED WHILE BURNING!

Operation (Continued)

▲ WARNING Do not adjust the regulator above 10 PSIG or below 7 PSIG, or the heater may not operate properly.

7. Turn on/off switch to the ON (I) position. Heater will start within twenty seconds.

NOTE: If the heater does not start following this procedure, turn on/off switch to OFF (O) position and wait five (5) minutes. This will allow the safety control to reset, and you can try to light the heater once again.

TO SHUT DOWN HEATER

1. Tightly close control valve on propane tank(s).
2. Give the heater a few seconds to burn the gas still left in the hose.
3. Turn on/off switch to the OFF position.
4. Unplug extension cord from power source.

TO RESTART HEATER

NOTE: If the safety control stops the flow of gas to the heater, the motor will continue to run. To restart the heater:

1. Turn on/off switch to the OFF (O) position.
2. Wait five minutes, then turn switch to the ON (I) position.

If heater does not restart:

- Check all control valves to assure that they are open.
- Check the fuel level in the propane tanks. If the level is too low, replace the tank with a full one.

If heater still does not restart, contact your nearest Service Center.

Maintenance

▲ WARNING Do not attempt to service the heater while it is hot, operating or plugged in. Severe burns or electrical shock can occur.

1. Be sure to inspect the heater before each use. Check for leaks using the method described on Page 4. Repair any leaks immediately.
2. Always keep heater clean. Clean the heater annually, or as often as needed to remove any dust or debris. When the heater becomes dirty, wipe it down with a damp cloth.
3. Keep the inside of the heater free from foreign objects and combustibles.
4. Have the heater inspected annually by a qualified service person.
5. Keep inside of heater free of foreign objects and combustible materials.

SERVICE PROCEDURES

▲ WARNING Never service heater while hot, operating or connected to the gas supply. Severe burns or electrical shock may occur.

REMOVING PROTECTIVE COVER

1. Remove base lower at the bottom of the heater.
2. Remove fan guard.

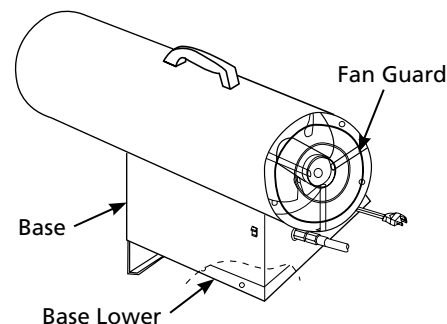


Figure 5 – Protective Cover Removal

FAN

IMPORTANT: Always remove the fan from the motor shaft before removing the motor assembly from the heater. This will help prevent damage to the fan.

1. Remove base lower.
2. Remove fan guard.
3. Remove base.
4. Disconnect lead wires attached to the motor.
5. Remove motor assembly.
6. Remove fan setscrew using a 1/8" (3.2 mm) Allen wrench (see Figure 6).

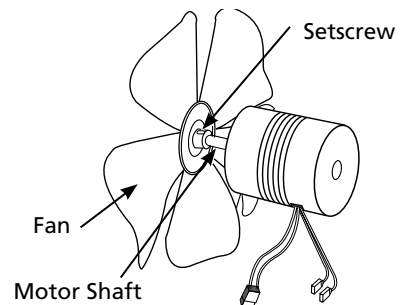


Figure 6 – Fan Motor Shaft and Setscrew Location

7. Using a soft cloth moistened with kerosene or a cleaning solvent, carefully clean the fan blades making sure not to bend them.
8. Dry fan with clean cloth.
9. Making sure that the setscrew lines up with the flat spot on the motor shaft, replace fan as shown in Figure 7. Tighten setscrew firmly (be careful not to overtighten).

Dyna-Glo™ Propane Construction Heater

**NEVER LEAVE THE HEATER
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Maintenance (Continued)

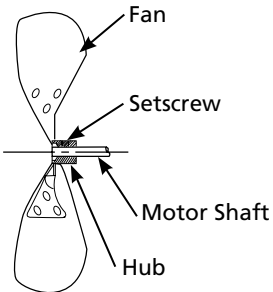


Figure 7 – Fan Cross Section

10. Reconnect lead wires as shown in the Wiring Diagram (Figure 8).
11. Reassemble base, fan guard and base lower.

IGNITOR

The only maintenance necessary for the ignitor is to be sure that the gap between the electrodes is kept between .10" and .15" (2.5 - 3.8 mm). The ignitor is accessible through the combustion chamber.

Storage



Always disconnect the heater from the propane tanks when not in use.

1. Always store propane tanks in accordance with Chapter 5 of the Standard for storage and handling of Liquefied Petroleum Gasses, ANSI/NFPA 58. Follow all local codes.

2. Replace the plastic caps over the fittings that were installed when you originally unpacked your heater.
3. Store the heater in a safe, clean and dry location. Do not store the hose/regulator assembly inside the combustion chamber of the heater.
4. When removing the heater from storage, always check inside of the heater for any foreign objects left by spiders or small animals. Keep the inside of the heater clean from foreign objects and combustibles.

Wiring Diagram

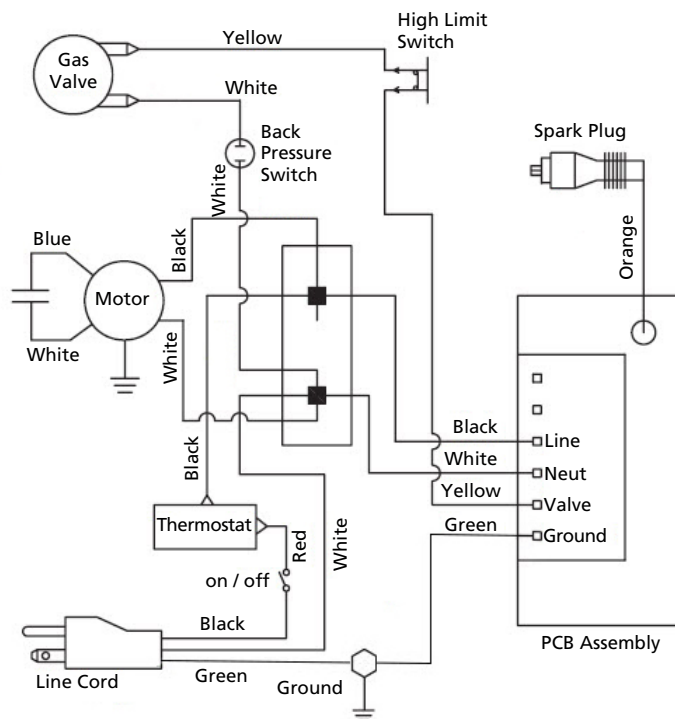


Figure 8 – Wiring Diagram

If any original wiring as supplied with the heater must be replaced, it must be replaced with type AWG105°C wire or its equivalent except as indicated (*Type SF2-200, **5GI-250°C)

For Repair Parts, call 1-877-447-4768

Please provide following information:

- Model number
- Serial number (if any)
- Part description and number as shown in parts list

NEVER LEAVE THE HEATER UNATTENDED WHILE BURNING!

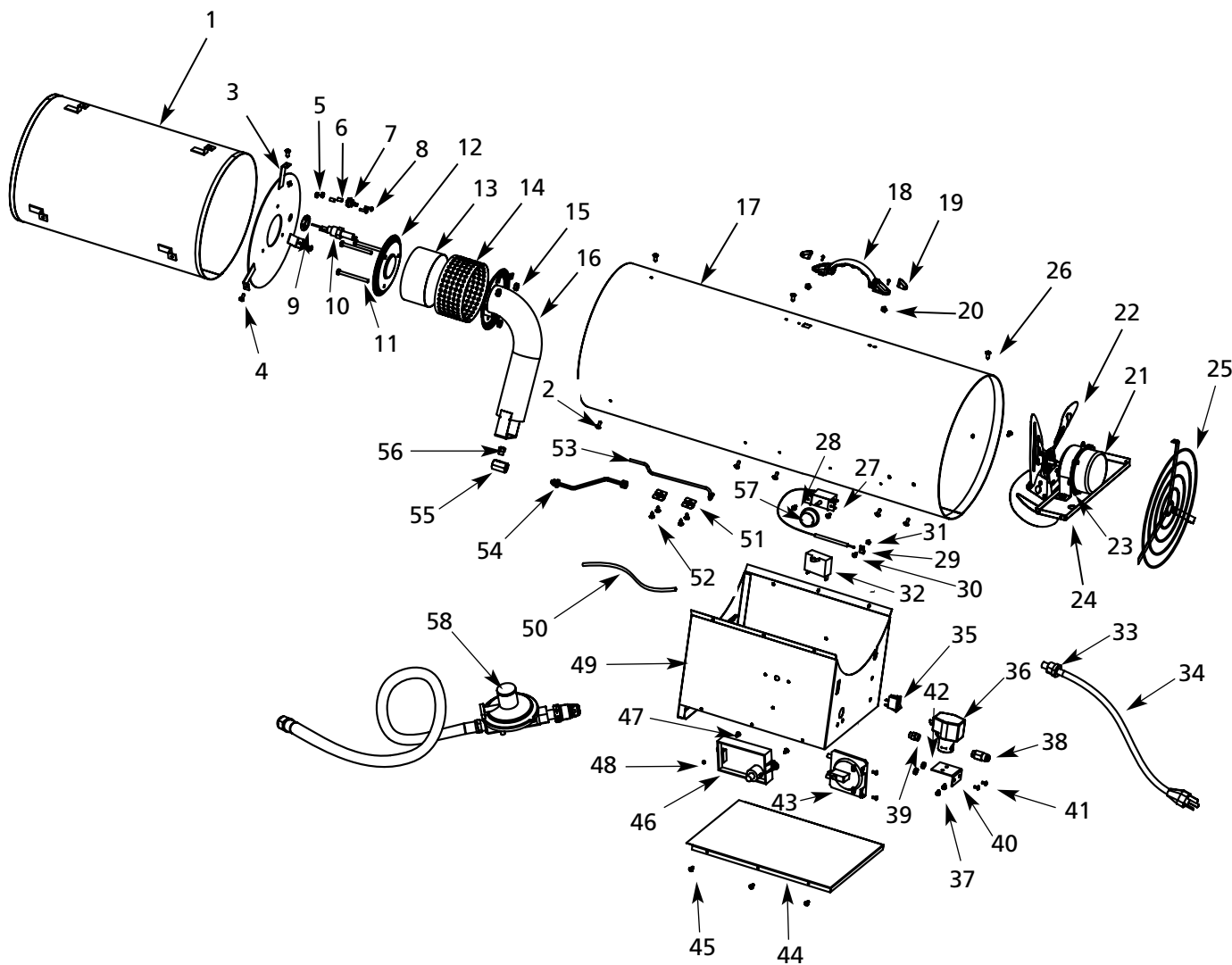


Figure 9 – Repair Parts Illustration for Propane Construction Heater

Model RMC-FA300DGD

▲ WARNING Use only original replacement parts. This Heater must use design-specific parts. Do not substitute or use generic parts. Improper replacement parts could cause serious or fatal injuries.

NEVER LEAVE THE HEATER UNATTENDED WHILE BURNING!

Repair Parts List for Propane Construction Heater

Ref. No.	Description	Part No.	Qty.	Ref. No.	Description	Part No.	Qty.
1	Inner Shell Assembly	2315586	1	32	Capacitor	2201586	1
2	Screw	2001355	6	33	Bushing Strain Relief	2101633	1
3	Frame Holder	2315587	1	34	Power Cord Assembly	2201163	1
4	Screw	2001355	3	35	Switch	2201549	1
5	Nut	2000112	2	36	Solenoid Valve	2315449	1
6	Sleeve	2315511	2	37	Screw	2001206	2
7	Thermal Switch	2201153	1	38	Connector Inlet	2315595	1
8	Screw	2001059	2	39	Fitting	2315596	1
9	Nut	2305686	1	40	Solenoid Valve Bracket	2315594	1
10	Spark Plug Assembly	2315582	1	41	Screw	2000416	2
11	Bolt	2001447	3	42	Nut	2000384	2
12	Burner Top	2315603	1	43	Back Pressure Switch	2201594	1
13	Inner Ring	2315602	1	44	Base Lower	2315589	1
14	Burner	2315601	1	45	Screw	2001355	6
15	Nut	2000121	3	46	PCB Assembly	2201181	1
16	Burner Tube Assembly	2315600	1	47	Screw	2001445	2
17	Outer Shell	2315585	1	48	Nut	2000231	2
18	Handle Assembly	2101447	1	49	Base	2315588	1
19	Screw	2000416	2	50	Plastic Tube	2101052	1
20	Nut	2000384	2	51	Aluminum Tube Bracket	2315700	2
21	Motor Assembly	2315590	1	52	Screw	2001355	4
22	Fan Assembly	2315592	1	53	Aluminum Tube	2315699	1
23	Motor Support	2315584	1	54	Tubing Assembly	2315599	1
24	Motor Bracket	2315591	1	55	Nozzle Base	2315598	1
25	Fan Guard	2315500	1	56	Nozzle	2315597	1
26	Screw	2001355	3	57	Knob	2101207	1
27	Thermostat Assembly	2201186	1		Regulator & Hose Assembly	KR126-10-31	
28	Screw	2000375	2		10 ft (3m)		1
29	Clip	2301973	1	58	Regulator & Hose Assembly	KR126-15-31	
30	Screw	2000375	1		15 ft (4.6m)		
31	Nut	2000231	1				

Dyna-Glo™

Propane Construction Heater

**NEVER LEAVE THE HEATER
UNATTENDED WHILE BURNING!**

Troubleshooting Chart

Symptom	Possible Cause(s)	Corrective Action
Fan does not turn when electrical connection is made	1. No electric power to heater	1. Check current to electric outlet. If voltage is correct, check power cord and extension cord for cuts and breaks
	2. Fan blade contacts inside of heater housing	2. Be sure that housing is not damaged. Make sure there are no obstructions to the fan
	3. Fan blade(s) bent	3. Straighten blade(s) to match others
	4. Fan motor defective	4. Replace motor
Heater will not fire	1. No spark at igniter	1. Check igniter wire. Reattach or tighten if loose. Check spark module. Replace if necessary. Check all electrical components
	2. Improper spark gap	2. Set gap to 0.08" (2 mm)
	3. Bad electrode	3. Replace spark plug
Heater quits while running	1. Internal temperature too high causing limit switch to shut down operation	1. If the heaters output is restricted, internal temperature becomes too high. Move heater away from any obstructions
	2. Damaged control valve	2. Replace control valve
	3. Dust or debris build-up inside of heater	3. Clean inside of heater

Always be sure to follow proper maintenance procedures, by cleaning the heater once per month during regular usage, and check spark gap at least once per season.

LIMITED WARRANTY:

This limited warranty is extended to the original retail purchaser of this Forced Air/Convection/Radiant Heater and warrants against any defect in materials and workmanship for a period of one (1) year from the date of retail sale. GHP Group, Inc., at it's option, will either provide replacement parts or replace or repair the unit, when properly returned to the retailer where purchased or one of our service centers as directed by GHP Group, Inc., within one (1) year of retail purchase. (Shipping costs, labour costs, etc. are the responsibility of the purchaser.)

DUTIES OF THE OWNER:

This heating appliance must be operated in accordance with the written instructions furnished with this heater. This warranty shall not excuse the owner from properly maintaining this heater in accordance with the written instructions furnished with this heater. A bill of sale, canceled check or payment record must be kept to verify purchase date and establish warranty period. Original carton should be kept in case of warranty return of unit.

WHAT IS NOT COVERED:

1. Damage resulting from use of improper fuel.
2. Damage caused by misuse or use contrary to the owners manual and safety guidelines.
3. Damage caused by a lack of normal maintenance.
4. Fuses
5. Use of non-standard parts or accessories.
6. Damage caused in transit. Freight charges on warranty parts or heaters to and from the factory shall be the responsibility of the owner.

This warranty does not imply or assume any responsibility for consequential damages that may result from the use, misuse, or the lack of routine maintenance of this heating appliance. A cleaning fee and the cost of parts may be charged for appliance failures resulting from lack of maintenance. This warranty does not cover claims which do not involve defective workmanship or materials. **FAILURE TO PERFORM GENERAL MAINTENANCE (INCLUDING CLEANING) WILL VOID THIS WARRANTY.**

THIS LIMITED WARRANTY IS GIVEN TO THE PURCHASER IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE. THE REMEDY PROVIDED IN THIS WARRANTY IS EXCLUSIVE AND IS GRANTED IN LIEU OF ALL OTHER REMEDIES. IN NO EVENT WILL GHP GROUP, INC. BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

CLAIMS HANDLED AS FOLLOWS:

1. Contact your retailer and explain the problem.
2. If the retailer is unable to resolve the problem, contact our Customer Service Dept. detailing the heater model, the problem, and proof of date of purchase.
3. A representative will contact you. DO NOT RETURN THE HEATER TO GHP GROUP, INC. unless instructed by our Representative. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

TO REGISTER THE WARRANTY ON YOUR HEATER, PLEASE FILL OUT THIS CARD COMPLETELY AND MAIL WITHIN 14 DAYS FROM DATE OF PURCHASE OR REGISTER ON-LINE AT www.ghpgroupinc.com

NAME: _____ PHONE: () _____ EMAIL: _____
 ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____
 MODEL: _____ SERIAL #: _____ DATE PURCHASED: _____
 DEALER PURCHASED FROM: _____ TYPE OF STORE: _____
 CITY & STATE WHERE PURCHASED: _____ PRICE PAID: _____

Please Take a Minute To Give Us Your Answers To The Following Questions.

All Responses Are Used Solely For Market Research And Are Held In Strict Confidence.

Who primarily decided this purchase? Male Female 18-24 25-39 40-59 60 and over
 Purpose of Purchase? _____
 Do you own any other portable heaters? Yes No If yes, type _____ brand _____
 How do you intend to use your new heater? Construction Site Farm Warehouse/Commercial Garage/Outbuilding Other
 How did you become aware of this heater? In-Store Display Newspaper Ad Magazine Ad Friend/Relative
 TV Commercial Store Salesperson Other _____
 What made you select this heater? Style Size/Portability Price Package Brand Other _____
 Do you: own rent Would you recommend this heater to a friend? Yes No
 Please give us your comments: _____

THANK YOU FOR COMPLETING THIS FORM!
 Information will be held confidential.

WARRANTY REGISTRATION

IMPORTANT: We urge you to fill out your warranty registration card within fourteen (14) days of date of purchase. You can also register your warranty on the internet at www.ghpgroupinc.com. Complete the entire serial number. Retain this portion of the card for your records.



GHP Group, Inc.
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