

## TROUBLESHOOTING & WARRANTY

| PROBLEM                           | CAUSE  | SOLUTION  |
|-----------------------------------|--|---|
| Fan stays on when heat shuts off. | 1. Fan delay cycles On/Off until elements are cool   | 1. Heater is operating correctly.   |
| Heating element does not glow red | 1. Heating element is made of stainless steel and will not glow red to produce heat.   | 1. Heater is operating correctly.   |
| Do not feel heat or air flow      | 1. No Power to heater<br>2. Desired room temperature reached.<br>3. Heater does not heat area in front of heater; it will disperse heat throughout room and heat entire space. | 1. Check power connections / connect heater to power supply.<br>2. Thermostat will shut off once desired room temperature is reached. Heater is operating correctly.<br>3. Heater is operating correctly. |

### PORTABLE ELECTRIC HEATER WARRANTY

#### LIMITED WARRANTY:

A limited warranty is extended to the original purchaser of this heater and warrants against malfunction due to manufacturing defects for a period of (1) one year from the date of retail purchase. Please read and follow all details noted below.

#### CLAIMS HANDLED AS FOLLOWS:

##### 1. WITHIN 30 DAYS OF PURCHASE:

Return to the place of purchase.

##### 2. AFTER 30 DAYS AND WITHIN THE 1 YEAR WARRANTY PERIOD:

Contact our Customer Service Department at 1-800-776-9425.

You must have the model number, serial number and date of purchase. They will provide you with further instructions, which will include repair or replacement at our option.

**CALL 1-800-776-9425 FOR SERVICE (9AM-5PM MON.-FRI.)**

**or EMAIL US AT [techsupport@worldmktg.com](mailto:techsupport@worldmktg.com)**

#### 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, cancelled 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.