

# **Patio Comfort Systems**

## **Service & Warranty Information**

To learn how to service and acquire replacement parts, first contact your selling dealer or call us directly at 949-474-3070 or e-mail us at [info@aeicorporation.com](mailto:info@aeicorporation.com) for assistance. Please provide us with the model number and serial ID number for best possible service and support. Please be sure to fill-out your Patio Comfort Warranty card so that we can have you on file. We will not use this information for any marketing activities. Our company has been in the quality leisure gas appliance business since 1966 and we want to be sure that you are happy with our products and support services. Be sure to use only genuine Patio Comfort replacement parts for your heater. Use of unauthorized parts or modification of our parts will void the heater warranty and could create personal injury or property damage. Always be sure that your heater is cool to the touch before attempting any service or maintenance procedures.

### **Warranty**

Patio Comfort heaters are warranted against manufacturer's defects in parts for a period of 1 year from the date of purchase with original purchase receipt. We will warranty against structural defects of all external stainless-steel components (posts, bases, & decorative covers) for 5 Years from date of purchase.

The ONE YEAR Consumer warranty is only applicable for consumer or residential applications. We offer a 120- day limited warranty on our heaters that are used in a commercial or rental application. Commercial warranty does NOT warranty emitters, igniters, burners or component failure caused by abuse, transportation, or misuse.

This warranty is valid from the original date of purchase and is transferable. Please keep your original sales receipt or invoice. Proof of purchase is required to obtain warranty replacement. Patio Comfort retail dealers or distributors do NOT have the authority to modify, alter, or in any way change the product or the terms and conditions of this warranty.

**Patio Comfort does NOT cover:**

Freight charges to our facility in Irvine, California (We will pay the 'return to you' freight costs within the warranty period)

- Assembly or installation costs
- Improper assembly or improper hook-up
- Damage or repairs that result from spiders or other insect nesting
- Damage due to weather conditions or lack of proper maintenance and cleaning
- Normal maintenance or burner adjustments
- Cleaning or periodic general maintenance
- Shipping or freight damage
- Service provided by an unauthorized agency or service person
- Overtime, weekends, and holidays
- Service visits to correct improper assembly or installation.
- Damages caused by abuse, accident, acts of nature, vandalism, transportation, or alteration
- We will not repair rented heaters that have been repurchased for residential use
- We will not cover normal wear and tear such as discoloration to the finish, scratches, chips, abrasion, or fading from exposure to sunlight or other atmospheric conditions.

**Your Legal Rights**

• CONSEQUENTIAL DAMAGES, INCIDENTAL DAMAGES, OR EXPENSES INCLUDING DAMAGES TO PROPERTY. SOME STATES/PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. WE WILL NOT BE RESPONSIBLE FOR ANY COSTS RELATING TO LOST REVENUE, BUSINESS INTERRUPTION, OR ANY LEGAL THEORY UPON WHICH ANY CLAIM MAY BE BASED.

• PURCHASER ASSUMES ALL RISK IN THE ASSEMBLY AND OPERATION OF THIS APPLIANCE. FAILURE TO FOLLOW THIS MANUAL'S WARNINGS AND INSTRUCTIONS CAN RESULT IN SEVERE PROPERTY DAMAGE, PERSONAL INJURY, OR DEATH.

This warranty is for all Patio Comfort heaters purchased and used in the 50 US states, The District of Columbia and Canada. This warranty applies even if you should move

during the warranty period. Should you sell the product during the warranty period the warranty protects the new owner as well. This warranty provides you with specific legal rights. You may also have other rights that vary from state to state.

How to obtain service:

For most product or assembly related problems your selling dealer can provide you with help. The product has been designed to be as trouble-free and maintenance free as possible and requires minimal assembly. Should you have a problem with missing parts please contact your selling dealer or contact us directly at 949-474-3070. We exercise extreme care in the assembly and manufacturing process but we know errors can be made and we want to take care of them as quickly and painlessly as possible.

Since product improvement is an ongoing process we reserve the right to change this product's materials, specifications, or design without notice. We know that you and your family will enjoy your Patio Comfort heating product for many years to come and that it will be a welcome addition and important ingredient to your outdoor entertainment and activities.

## Patio Comfort Heaters Warranty Registration Form

Please return this warranty registration card within 10 days

Congratulations on purchasing a Patio Comfort Model PC-02 Outdoor Heater. To ensure that you'll get all of the warranty protection that comes with the purchase of this fine product please fill out the Warranty Registration Form and send it back to us within 10 days of purchase.

Rest assured that your registration information is for our information and tracking only and will NOT be used by any other company or organization. Appliance manufacturers are required to keep detailed design, component, production, testing, and manufacturing information in the event there is ever a defective part or we need to quickly contact our customers regarding any added safety information regarding our products. Your cooperation in this tracking system is extremely important. Please fill out the information below as completely as possible.

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_

Date of Purchase Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_

Model of Heater \_\_\_\_\_ Fuel Type \_\_\_\_\_

Serial Number of Heaters Purchased:

\_\_\_\_\_

\_\_\_\_\_

Name of Selling Dealer \_\_\_\_\_

Address of Selling Dealer \_\_\_\_\_

Your Home

Address \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

E-mail address

(optional) \_\_\_\_\_

Thanks again for your purchase please mail this today so that we can activate your warranty information. Please mail or fax to: AEI Corporation C/O Warranty Registration Department-Patio Comfort PO Box 16097 Irvine, California 92623-6097 Patio Comfort, Proudly Manufactured by:  
Cut along dotted line and mail or fax 30 AEI CORPORATION PO BOX 16097 IRVINE, CA 92623-6097 (949) 474-3070 FAX (949) 474-0559