

**Warranty:** Design Dynamics is proud to stand behind our products with the best and friendliest warranty in the Industry.

- ▲ No Claim Forms to Fill-Out or Mail
- ▲ Toll-Free Phone Number Provided to Order Required Warranty Parts 866/ 328-4537: (6)
- ▲ All Parts are Sent No Charge
- ▲ No Waiting for Claims/Credits
  
- ▲ Vent-Free Gas Logs
  - FOUR YEARS Covers Parts, with Labor Allowance
  
- ▲ Stainless Steel Burners
  - FIVE YEARS
  
- ▲ Direct Vent Gas Fireplaces and Vented Gas Logs
  - TWO YEARS Parts, with Labor Allowance
  
- ▲ Flat-Rate Schedule, Based on \$50.00/ Serviced Unit. Allowance Paid for Typical Warranty Repairs
- ▲ Labor Reimbursement Credits Will be Issued DIRECTLY to Distributor Upon Completion of Warranty Repair

**Warranty  
Procedure:**

If Warranty Service is needed, Call DESA Toll-Free Technical Services:

- ▲ 866/ 328-4537:(1;2) for Vented Products,
- ▲ 866/ 328-4537:(1;1) for Vent-Free Products

for Assistance in Troubleshooting Performance Problem/Required Service Part(s). If You Already Know What Warranty Part is Needed, Call the DESA Toll-Free Warranty Hotline 866/ 328-4537:(6)

Please Provide the Following Information:

1. Product Model Number, Serial Number and Manufacturing Date Code (on serial # label)
2. Date of Installation or End User Purchase
3. Date of Product Failure
4. Specific Reason for Failure
5. Homeowner Name and Address
6. Purchasing Distributor
7. Part Number(s) of items to be Shipped at "NO Charge"

Once your request has been received and processed and DESA Will Assign a 6- Digit WARRANTY CLAIM (PIN) NUMBER and Process the Order for Shipment at No Charge

When the Warranty Repair Has Been Completed, The Servicer Should:

1. Call the DESA Toll-Free Warranty Hotline - 866/ 328-4537: (6)
2. Provide the Warranty Claim (PIN) Number Previously Assigned
3. Confirm that the Problem has been Solved/Repair is Completed

Desa Issues a Check Made Payable to the Servicer Whose Name was Provided at the Time the Claim was Initiated.