

Gas Warranty Claim Form

***VERY IMPORTANT:** ALL FORMS MUST BE CORRECTLY FILLED OUT IN ORDER FOR A WARRANTY CLAIM TO BE SUBMITTED. THE MANUFACTURER ALSO MAY REQUEST 1) THE APPROPRIATE DEALER INSTALLATION INFORMATION SHEET, AND 2) THE SERVICE & MAINTENANCE LOG FOR THE UNIT IN QUESTION.

***ALL STARRED FIELDS MUST BE FILLED IN PROPERLY AND COMPLETELY, OR THE CLAIM WILL BE DENIED WITHOUT REVIEW.**

*Distributor Name: _____	*Dealer Name: _____
*Address: _____	*Address: _____
*City: _____	*City: _____
*State/Province: _____	*State/Province: _____
*Zip/Postal: _____	*Zip/Postal: _____
*Phone: _____	*Phone: _____
Fax: _____	Fax: _____
Email: _____	Email: _____
*Contact: _____	*Contact: _____

COMPONENT WARRANTY

ALL PARTS MUST BE SHIPPED BACK OR
1) CREDITS MAY BE REVERSED AND/OR
2) YOU WILL BE CHARGED FOR THE PARTS

*Unit Model: _____	*Problem Description: _____
*Serial No: _____	_____
*Purchase Date: _____	_____
*Install Date: _____	_____
*Faulty Component: _____	_____

ANY PARTS THAT ARE CONSIDERED TO BE COVERED UNDER WARRANTY WILL BE REPLACED BY SIERRA FLAME. IF CREDIT IS DESIRED IN PLACE OF PART REPLACEMENT, THEN IT MUST BE INDICATED CLEARLY OR REPLACEMENT PARTS WILL BE SHIPPED WITH NEXT ORDER, AND NO CREDIT WILL BE GIVEN. *NOTE: WE DO NOT COVER FREIGHT COSTS ON WARRANTY PARTS.*

As part of industry warranty standards all faulty gas units/ parts, must be returned to our headquarters and fully inspected prior to any warranty credits being issued. Please provide carrier tracking information on when the parts were returned to our office. Only parts deemed manufacture defective will be credited.



Phone: 1-888-885-1837
Fax: 1-877-498-4206
Email: brian@sierraflame.com

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LABOUR

COMPONENT WARRANTY SECTION MUST BE FILLED OUT IN ORDER TO CLAIM LABOUR.

Service Call Date: _____

*Labour Claim: Yes No (Check one)

*SIERRA FLAME WILL COVER ONE \$40.00 SERVICE CALL PER SIERRA FLAME GAS FIREPLACE (1 CLAIM PER SERIAL NO.)

DISTRIBUTOR USE ONLY

Date received: _____

Distributor approval: Yes No

Comments: _____

Signature of approval: _____

CONTACT

Canadian Orders and Customer Service

Canadian Orders will now be processed according to geographic region - East or West.

If you are located in BC, AB, SK, MB please use the following contact information:

Send all orders and inquires pertaining to existing orders, stock checks, or freight tracking to: westcanorders@cannedheat.com
Phone: 877.850.9458 ext. 3

If you are located in ON, QC, NB, NS, NFLD, PEI, please use the following contact information:

Send all orders and inquires pertaining to existing orders, stock checks, or shipment tracking to: eastcanorders@cannedheat.com
Phone: 877.850.9458 ext. 4

Canadian Technical Service - All of Canada

email: cdn-service@amantii.com
Phone: 877.850.9458 ext. 5

USA Orders and Customer Service

If you are located in the United States please use the following contact information:

Send all orders and inquires pertaining to existing orders, stock checks, or shipment tracking to: usaorders@cannedheat.com
Phone: 877.850.9458 ext. 2

For Technical Service

brian@cannedheat.com
Phone: 877.850.9458 ext. 1



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