



## *AES Technical Bulletin* **Warranty Parts Procedure**

**Product models covered:** All models of Corn/Biomass/Wood pellet MagnuM and Country Flame appliances.

**Topic:** This technical bulletin will be addressing exactly what has to be sent back to AES for warranty and what does not need to be sent back. Also, what is needed when a part does not have to be sent back, but still obtain the warranty?

**Procedure:** To obtain warranty coverage the 'Request for Service Form' must be completed and an RMA number must be obtained from the technical department. Any parts sent in without an RMA number and 'Request for Service Form' will not be processed. If a part is listed that does not need to be sent in for the warranty to take effect, the only way it will be processed is with pictures (See technical bulletin T-0036 Pictures). Always take a picture of the sticker/date code on the part. If you do not have access to a digital camera you will need to send the part in. Some of the parts listed below do not have a warranty.

The following is a list of parts that we **DO NOT** need sent back to AES, but we **DO** need pictures:

Weld structure – multiple pictures (If you have the capability to weld it.)

Exhaust/Draft blower – sticker/date code – multiple pictures

Room air fan – sticker/date code – multiple pictures

Handles

Fan blades

Fuel Stirrers

Augers

Drive Shaft Assembly

Brackets

Sprockets

Collars

Fuel Stirrer Chain

Igniter

- ◆ The following is a list of parts that we **DO NOT** need sent back to AES, and we **DO NOT** need pictures:

Snap disks/switches/sensors

Wiring harness

Glass (if completely shattered, if pitted then pictures are needed)

Brick board

- ◆ Any parts not listed in the above paragraphs will always need to be sent in to AES with the 'Warranty Claim & Action Form'.

Examples: control boards, motors, doors, legs, etc.

**See also technical bulletins I-0013 Info B, Proper Technical Contact Procedure.**