



AES Informational Bulletin

Technical Department Personnel - Proper Contact Procedure

When you contact American Energy Systems Inc. Technical Department you will speak to a Level 1 Technician (Duane). If this person cannot provide you with the solutions you need, you will be transferred to the Level 2 Technician or Duane will obtain the needed information.

When you contact our Technical Department regarding an installation or possible problem please be prepared to answer a few questions and/or provide needed documents, pictures, etc. If you have the required information we should be able to provide a quick response. If you do not have the required information we will not be able to answer your questions and will not make a diagnosis over the telephone.

Required information:

Serial number and model number of unit, purchase date that product was sold to customer, installation date of product, name and HVAC certification license of installer (if needed).

Digital pictures of inside and outside of home showing venting configuration, outside air configuration, ducting configuration showing all back draft dampers installed, information on static pressure set on ductwork and temperature rise of ductwork temperature.

Pictures of any area in question.

We may also need fuel moisture, pictures of inside of firebox chamber with fire burning and if there are serious things going on we may need fuel samples (at least 40 pounds).

These are normally the items that we could need to properly answer your questions and respond with the appropriate solutions to whatever might be going on.

We understand that your time is valuable and appreciate a speedy return telephone call, email, fax, etc. Thank you for your patience with us and for providing adequate information so that we can help you find solutions.

Our free technical support is online; our web site has many technical and informational bulletins <http://www.americanenergysystems.com/owners-manuals.cfm> . You can ask specific questions at our forum under the model of your stove <http://www.magnumheatforum.com/> . You can email technical@magnumheat.com with your questions. Remember our telephone technical support is a chargeable service, we will require your name, address and a credit card before support is given.