



## **AES Technical Bulletin**

### **Customer Installations**

**Product models covered:** All models of Biomass/Corn/Wood Pellet MagnuM appliances.

**Topic:** This technical bulletin will be addressing issues involved with customers installing their own MagnuM appliance, warranty issues, UL requirement issues, and overall safety for the homeowner.

Home owners need to know that a HVAC licensed technician has to install the MagnuM 7500 and 6500 furnaces. The warranty, installation manual and the labels on the furnace make it very clear that the appliance must be installed by a factory trained licensed HVAC technician. UL requirements state that all furnaces must be installed by a HVAC technician. If an unlicensed person were to install a furnace, this is in violation of UL requirements and will result in the warranty being void and the unit red tagged by the local building inspector or Fire Marshall. As a certified manufacturer, we have no choice but to enforce this requirement.

We will not do any trouble-shooting, through the Dealer/installer, until we have proof the furnace has been properly installed. We expect our product resellers to follow proper safety and code requirements.

AES does require all of our products to be professionally installed, or at the very least inspected by a factory trained technician. If this is not done, the homeowner will be on their own for warranty and service. If the homeowner decides not to use their dealer's services they need to know that they are then responsible for any damage done to the product if the installation is incorrect, warranty and services.

In order for the homeowner to establish warranty of the product, American Energy Systems requires that the dealer does an inspection of the installation before the homeowner sends in the warranty paperwork and starts the appliance. It is recommended that the dealer fill out the warranty paperwork and send them in for the customer. If there are any service problems and the unit has not been inspected by the dealer there will NOT be any warranty labor coverage for the dealer. If the unit has been inspected by the dealer, but due to incorrect installation, and there is any service problems there will NOT be any warranty labor coverage for the dealer.

Home owner safety and product operation is put at risk every time a dealership allows a customer to self install a product and it does not operate properly because of improper installation and/or operation. We thank our dealerships around the country that have adequate installation and service technicians in place, and homeowners who use their services.