

HEATMASTER, LLC

AMERICAN GAS LOG

Installation Instructions

Models:

H-SS-24NG

Outdoor Burner/Hearth Kits

For use use with Natural gas only



Installation and service of this appliance should be performed by qualified personnel. It is suggested NFI certified or factory-trained professionals, or technicians supervised by an NFI certified professional.



INSTALLER: Leave this manual with party responsible for use and operation.

OWNER: Retain this manual for future reference.

WARNING: For Outdoor Use Only.

⚠ WARNING: Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

WARNING: Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. An LP-Cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

⚠ DANGER

- **What to do if you smell gas:**
 1. Shut off gas to the appliance.
 2. Extinguish any open flames.
 3. If odor continues, keep away from the appliance and immediately call your gas supplier or the fire department.
- Installation and service must be performed by a qualified installer, service agency, or the gas supplier.



⚠ WARNING

**HOT! DO NOT TOUCH.
SEVERE BURNS MAY RESULT.
CLOTHING IGNITION MAY RESULT.**

Glass and other surfaces are hot during operation and cool down.

- Keep children away.
- CAREFULLY SUPERVISE children in same room as appliance.
- Alert children and adults to hazards of high temperatures.
- Keep clothing, furniture, draperies and other combustibles away.

⚠ DANGER



CARBON MONOXIDE HAZARD

This appliance can produce carbon monoxide which has no odor. Using it in an enclosed space can kill you. Never use this appliance in an enclosed space such as a camper, tent, car or home.

**Read this manual before installing or operating this appliance.
Please retain this owner's manual for future reference.**

Congratulations

Congratulations on selecting a Heatmaster/American Gas Log,LLC.,outdoor gas burner system—an elegant and clean alternative to burning wood. The gas log set you have selected is designed to provide the utmost in safety, reliability, and efficiency.

As the owner of this new gas log set, you'll want to read and carefully follow all of the instructions contained in this owner's manual. Pay special attention to all cautions and warnings.

This owner's manual should be retained for future reference. We suggest you keep it with your other important documents and product manuals.

The information contained in this owner's manual, unless noted otherwise, applies to all models and gas control systems.

Your new gas log set will give you years of durable use and trouble-free enjoyment.

Homeowner Reference Information

We recommend that you record the following pertinent information about your gas log set:

Model Name: _____ Date purchased/installed: _____

Serial Number: _____ Location on appliance: _____

Dealership purchased from: _____ Dealer phone: _____

Notes: _____

B. Table 1

Product		H-SS 24
Inlet BTU	Nat.	69,000
Max. Inlet Pressure IN. WC / KPa	Nat.	10.0
Min. Inlet Pressure IN. WC / KPa	Nat.	3.5
Orifice Size In. / mm	Nat.	(#26)
Minimum Fireplace Opening Size In. / cm	Front Rear Depth Height	34 18 16 18
Min. Vent Opening in Square In. / cm		48 / 309.7

1 Listing and Code Approvals

A. Appliance Certification

The Gas Log Hearth Kits have been tested for outdoor use in the U.S. In accordance with ANSI Z21.97-2017. CSA2.41-2017. Check with your local building code agency prior to installing this appliance to ensure compliance with local codes, including the need for permits and follow-up inspections. In the absence of local codes, comply with the **National Fuel Gas Code, ANSI Z223.1-Latest Edition** in the U.S. If any assistance is required during installation, please contact your local dealer or Technical Services Department at 919.331.0078 or 919.331.0079.



California Proposition 65 Warning

Warning: This product and the fuels used to operate this product (liquid propane or natural gas), and the products of combustion of such fuels, can expose you to chemicals, including benzene, which is known in the state of California to cause cancer and reproductive harm. For more information go to: www.P65Warnings.ca.go

2 Getting Started

A. Size of Firebox

See Table 1 in Section 1.B.

B. Tools and Supplies Needed

Tools and supplies normally required for installation:

- Pliers
- Phillips screwdriver
- Tape measure
- Crescent wrenches
- Gas shutoff valve
- Non-corrosive leak check solution
- 3/4 in. wrench, 7/16 in. wrench

C. Inspect the Appliance and Components

- Remove the contents from the carton. Attached to the burner are tags identifying the manufacturer name, serial number, model number (including gas log size), BTU ratings, gas type, etc.
- Review the attached tags before proceeding. Ensure that all minimum fireplace dimension requirements are achieved using Table 1 in Section 1.B. See Figure 2.1. Ensure the gas type provided in the fireplace coincide with the gas type marked on the tag.



Figure 2.1 Measure Firebox



WARNING

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this appliance. For assistance or additional information consult a qualified installer, service agency or the gas supplier.



WARNING

Heatmaster/American Gas Log, LLC disclaims any responsibility for, and the warranty will be voided by, the following actions:

- Installation and use of any damaged appliance or vent system component.
- Modification of the appliance or vent system.
- Installation other than as instructed by Heatmaster/American Gas Log, LLC.
- Improper positioning of the gas logs or the glass door.
- Installation and/or use of any component part not approved by Heatmaster/American Gas Log, LLC.

Any such action may cause a fire hazard.



WARNING

Fire Risk

Exhaust Fumes Risk

- Do NOT use this appliance as a "vent-free heater."



The flue must be permanently open. Refer to Table 1.



WARNING



Asphyxiation Risk

This appliance produces carbon monoxide (CO).

- The free opening areas (in square inches) of the chimney damper as shown in the tables must be met.
- User must make sure damper is locked open.
- The installer is responsible to ensure proper ventilation of flue gases before appliance is used.

Fire needs to draft properly for safe operation.



⚠ WARNING

Inspect appliance and components for damage. Damaged parts may impair safe operation.



- Do NOT install damaged components.
- Do NOT install incomplete components.
- Do NOT install substitute components.

Report damaged parts to dealer.

D. Components of the Gas Hearth Kit

The Burner/Hearth Kit consists of the following:

- Burner
- Lava Rock
- Damper Stop
- Aluminum Tubing Assembly
- Brass Elbow Connector
- Brass Orifice



⚠ WARNING

Shock Risk Fire Risk

Use ONLY optional accessories approved for this appliance.



- Using non-listed accessories voids warranty.
- Using non-listed accessories may result in a safety hazard.
- Only Heatmaster/American Gas Log, LLC approved accessories may be used safely.

⚠ WARNING

Do NOT use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

3 Appliance Preparation

Note: Have the gas supply line installed in accordance with local building codes, if any. If not, follow **ANSI 223.1**. Installation should be done by a qualified installer approved and/or licensed as required by the locality. (In the Commonwealth of Massachusetts installation must be performed by a licensed plumber or gas fitter.)

A. Gas Supply Connection

Ensure fittings are of the appropriate size and type on the gas line connection. If the tubing has to be cut to length be sure to use the proper cutting and flaring tool. Also, be careful not to crimp the tubing while bending. If the tubing becomes crimped, do not use for installation.

⚠ WARNING



Gas Leak Risk

Support control when attaching pipe to prevent bending gas line.

Joint compound or Teflon tape must be used on all threaded male connections to ensure a tight seal.



⚠ WARNING

Fire Risk Explosion Risk Personal Injury Risk



An explosion could occur if a connection is made directly to an unregulated propane (LP) tank.

Note: An individual manual shutoff valve (not supplied) is required when installing this appliance. The manual shutoff valve must be located in an easily accessible area, no more than 6 feet from the appliance.

Note: A listed (and Commonwealth of Massachusetts approved) 1/2 in. (13 mm) T-handle manual shut-off valve and flexible gas connector are connected to the 1/2 in. (13 mm) control valve inlet.

- If substituting for these components, please consult local codes for compliance.



⚠ WARNING

Fire Risk Explosion Risk



Verify inlet pressures.

- High pressure may cause overfire condition.
- Low pressure may cause explosion.

Install regulator upstream of valve if line pressure is greater than 1/2 psig.

Note: Prior to installing the fittings, use Teflon tape or joint compound on the male threads.

WARNING

Fire Risk

Explosion Risk

- Gas build-up during line purge may ignite.
- Purge should be performed by qualified technician.
- Ensure adequate ventilation.
- Ensure there are no ignition sources such as sparks or open flames.

C. Gas Pressure

Proper input pressures are required for optimum appliance performance. Gas line sizing requirements need to be made following **NFPA51**.

- **Gas Supply Pressure:** Minimum inlet gas supply pressure must be 3.5 in. W.C. for the purpose of input adjustment. Maximum inlet gas pressure must not exceed 10.0 in. W.C. The gas line supplying the appliance must be sufficient size to furnish the appropriate supply pressure to the appliance while operating in the “High” setting. **Gas Line Pressure Test:** Perform pressure test according to state and local code (if pressure exceeds 1/2 in. psi [3.5 kPa]) before appliance is connected. Be sure to release air pressure from the gas line before connection is made to the appliance.
- **Gas Leak Test:** Make sure the gas connections are tight. Turn on the gas and coat each joint with a non-corrosive gas leak check solution. Air bubbles will form indicating any leaks. **DO NOT USE A FLAME OR ANY TYPE OF IGNITION SOURCE TO CHECK FOR LEAKS.** All leaks must be corrected before proceeding with installation.
- The appliance must only be installed in a solid-fuel burning fireplace *with the flue damper clamped open*. The fireplace must be constructed of non-combustible material.
- The minimum permanent free opening (in square inches) that must be provided by the fireplace chimney or damper to vent the flue gases is provided in Table 1. If the free opening is smaller than the specified area, do not use this appliance.
- The damper must be removed or fixed in a manner in which will secure it open. Some jurisdictions require the damper to be removed or permanently welded fully open. Check with state and local codes.
- Be sure that the chimney is completely unobstructed to ensure proper ventilation of flue gases including carbon monoxide (CO). CO (a poisonous gas) is tasteless, odorless, colorless and undetectable without proper equipment.

WARNING

Fire Risk

Explosion Risk

Asphyxiation Risk

CHECK FOR GAS LEAKS

- Check all fittings and connections.
- Do not use open flame.
- After the gas line installation is complete, all connections must be tightened and checked for leaks with a commercially available, non-corrosive leak check solution. Be sure to rinse off all leak check solution following testing.

Fittings and connections may have loosened during shipping and handling.

WARNING

Fire Risk

Explosion Risk

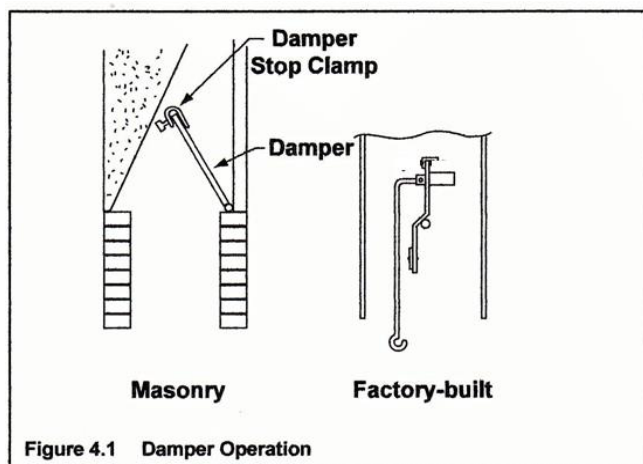
High pressure will damage valve.

- Disconnect gas supply piping **BEFORE** pressure testing gas line at test pressures above 1/2 psig.
- Close the manual shutoff valve **BEFORE** pressure testing gas line at test pressures equal to or less than 1/2 psig.

4 Installation Instructions

A. Install the Damper Stop

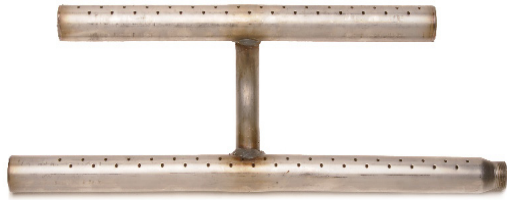
- Open the damper to the fully open position and secure it open with the stop as shown in Figure 4.1.
- If the damper stop doesn't fit your application, use a permanent means that will keep the damper open at least to the minimum vent opening as outlined in Table 1, Section 1.B.



B. Install the Burner/Pan Assembly

The burner/pan assembly is shipped ready for right-hand gas connection. See Section 3.B. for left-hand connection.





- Remove the existing cap or gas jet assembly from the gas stub in your fireplace. Clean the threads using a wire brush or steel wool. Apply Teflon tape or pipe dope to the steel fitting and attach the provided brass adapter to the stub.
- Place the burner/pan assembly in the fireplace. The pan should be centered both front to back and side to side.
- Bend the provided gas connector to facilitate its installation between the burner and the gas stub.
- Attach one end of the gas connector to the brass elbow or safety pilot fitting. Attach the other end to the brass adapter at the gas tube.



D.2 Place Lava Rock

- Place the desired amount of lava rock on the floor of the fireplace. For best result place lava rock after burner and logs are in place.

E. Install the Logs

	WARNING	
	Fire Risk	
	Explosion Risk	
	Personal Injury Risk	
Failure to position the parts in accordance with the diagrams provided with the log packages or failure to use only parts approved with this appliance may result in property damage or personal injury.		

- Install the logs using the installation instructions included with them.
- Light the burner as outlined in the operating section. Allow the flame pattern to stabilize. If you are satisfied with the flame pattern go to the next step. If you want more or less flame around the front log, turn off the gas and move the grate backward or forward.
- Once you are satisfied, turn on the gas and go on to the next step.
- Arrange the top logs as shown in your log set up instructions. Light the burner as outlined in the operating instructions and allow the flame to stabilize.
- Spread the lava rock around the outside of the burner pan on the floor of the fireplace. If possible, cover the gas connector with the cinders.

F. Adjust the Burner Flame

- The burner flame can be adjusted at the manual shutoff valve beside the fireplace to obtain the desired flame appearance.
- The flame color will stabilize after ten minutes of operation.

G. Inspect the Venting System

The fireplace venting system is designed and constructed to develop a positive flow adequate to remove flue gases to the outside atmosphere. See fireplace installation instructions.

A spillage test must be made before the installed appliance is left with the consumer




- Light the log set.
- After three minutes, test with a smoke match, smoke candle, stick incense or cigarette one inch below the top of the opening (lintel) moving across the full width. If spillage (smoke drawn into the room) occurs, it will most likely be near the top, outside corners.

Possible Cures if Spilling Occurs

- The damper should be fully open.
- The fireplace opening needs to be reduced by adding a drop panel across the top under the lintel.
- The air supply from outdoors needs to be increased. Open the outside air kit if the appliance is so equipped, or crack open a door or window.
- If necessary, seek expert advice. Do not operate this appliance.

Cleaning

- Periodic examination and cleaning of the venting system of the fireplace should be done before initial use and at least annually by a qualified agency.

	WARNING
	Fire Risk
	Explosion Risk
	Inspect external vent cap regularly.
	<ul style="list-style-type: none">• Ensure no debris blocks cap.• Combustible materials blocking cap may ignite.• Restricted air flow affects burner operation.

5 Operating Instructions

A. Lighting Instructions

FOR YOUR SAFETY READ BEFORE LIGHTING

WARNING! IF THESE INSTRUCTIONS ARE NOT FOLLOWED EXACTLY, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.

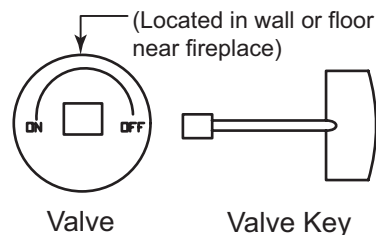
- A. This appliance has a manually lighted burner and must be lit by hand. When lighting the burner, follow these instructions exactly.
- B. **BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
WHAT TO DO IF YOU SMELL GAS
 - Do not try to light any appliance.
 - Do not touch any electrical switch; do not use any phone in your building.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- C. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control that has been under water.
- D. Use only your hand to push in or turn the gas control handle. Never use tools. If the handle will not push in or turn by hand, do not try to repair it. Call a qualified service technician. Force or attempted repair may result in fire or explosion.

LIGHTING INSTRUCTIONS

1. **STOP!** Read the safety information previously listed above.
2. Turn gas control manual valve to the full "OFF" position.
3. Wait 5 minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, STOP! Follow "B" in the safety information above on this label. If you don't smell gas, go to the next step.
4. Place a lit match on the surface of the burning embers. Do not hold match in hand.
5. Turn gas control manual valve to the full "ON" position.
6. If appliance will not operate, follow the instructions "TO TURN OFF GAS TO APPLIANCE" and call your service technician or gas supplier.

TO TURN OFF GAS TO APPLIANCE



Turn manual gas control handle to "OFF" position. Do not force.



B. Glass Doors

If your fireplace is equipped with glass doors:

- Glass doors should be in fully open position when appliance is operating.
- Operating in the closed position will block the radiant heat output and may cause incomplete combustion of the gas and minimize overheating of any valve installation.

	⚠ WARNING
	Fire Risk Explosion Risk Do not close the glass doors during appliance operation. <ul style="list-style-type: none">• Could cause incomplete combustion of the gas.



- Glass doors may be closed when the hearth kit is not being used.

C. Important Safeguards

- Other Fuels
 - Although your gas log set is very realistic in appearance, it is not a real woodburning fire and must not be used for burning any fuel other than natural gas.
 - To avoid irreparable damage to the appliance and/or personal injury, wood, matches, paper, garbage or any other material must not be placed or thrown on top of the logs.
- Appliance Safety
 - To avoid personal injury, do not touch hot surfaces when the appliance is operating.
 - Always ensure that the fireplace screen is closed when the appliance is operating.
 - Close supervision is necessary when the appliance is being used near children.
- Do not remove any of the attached metal plates, which contain important safety and operating information.
- Keep the appliance area clear and free of all combustible materials, gasoline and other flammable vapors and liquids.

⚠ WARNING
Do NOT use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

- **A qualified service technician must perform installation and repair.** The appliance should be inspected and cleaned annually by a qualified service technician. More frequent cleaning may be required due to excessive lint, dust, pet hair, etc. It is imperative that the control compartments, burners and air passageways are unobstructed during operation.
 - Review proper placement of logs, and lava rock.
 - Ensure there are no gas leaks.
 - Ensure the flow of combustion and ventilation air is not obstructed (front grilles and vent caps).
- Before installing into a solid fuel burning fireplace, the chimney and firebox should be inspected and cleaned to remove soot, creosote, ashes, paint, bird nests etc.
- Annual examination of the chimney must be performed by a qualified agency to ensure proper ventilation of flue gases created by this appliance.
- Have the chimney and adjacent structure inspected and cleaned by qualified professionals. Heatmaster/American Gas Log, LLC. recommends that NFI certified professionals, or technicians under the direction of certified professionals, conduct a minimum of an **NFPA 211 Level 2** inspection of the chimney.
- Replace component parts of the chimney and fireplace as specified by the professionals.
- Ensure all joints are properly engaged and the chimney is properly secured.
- Do not allow fans to blow directly into the fireplace. Avoid any drafts that alter burner flame pattern.
- Do not use a blower insert, heat exchanger insert or other accessories not approved for use with this appliance. Solid fuels shall not be burned in a fireplace where a decorative appliance is installed.
- If glass doors are present, the **glass doors must be fully opened** while appliance is in operation.

	⚠ WARNING
	Fire Risk High Temperatures Keep combustible household items away from appliance. Do NOT obstruct combustion and ventilation air. <ul style="list-style-type: none">• Do NOT place combustible items on top of or in front of appliance.• Keep furniture, draperies away from appliance.

6 Maintaining and Servicing the Appliance

A. Servicing Your Appliance

WARNING

Risk of injury or property damage

Before servicing:

- Turn off gas.
- Turn off electricity to appliance.
- Disable remote control, if one is present.
- Ensure appliance is completely cooled.

After Servicing:

- Replace any screen or barrier that was removed.
- Reseal and reinstall any venting removed for servicing.

- Repair and replacement work should be done by a qualified service technician.
- Always shut off the gas supply and make sure the appliance is cool before beginning any service operation.
- Always check for gas leaks after servicing.
- Always check for proper venting.

B. Cleaning Your Appliance

Your gas logs require little care. Keep the burner assembly, logs and burner area surrounding the logs clean by vacuuming or brushing with a dry paint brush at least twice a year.

- The logs become fragile after burning. Take care in handling.
- Always turn off the gas before cleaning. For relighting, refer to lighting instructions located in Section 5.A. of these instructions.
- Always keep the appliance clear and free from combustible materials, gasoline, and other flammable vapors and liquids.
- Never obstruct the flow of combustion and ventilation air. Keep the front of the appliance clear of all obstacles and materials.
- Leave clearance of at least 36 in. from the front of the fireplace.
- The air mixer should not be blocked.

CAUTION

- Logs can get very hot. Handle only when they are cool.

C. Annual Inspection

WARNING



Annual inspection by qualified technician recommended.

Check:

- Condition of doors, surrounds and fronts.
- Obstructions of combustion and ventilation air.
- Condition of logs.
- Condition of firebox.
- Gas connections and fittings.
- Obstructions of termination cap.



Clean:

- Glass.
- Logs.
- Burner, burner ports.

Risk of:

- Fire
- Delayed ignition or explosion
- Exposure to combustion fumes
- Odors

D. Troubleshooting

With proper installation and maintenance, your new decorative gas appliance should provide years of trouble-free service. If you do experience a problem, refer to the troubleshooting guide below. This guide will assist you or a qualified service technician in the diagnosis of problems and the corrective action to be taken.

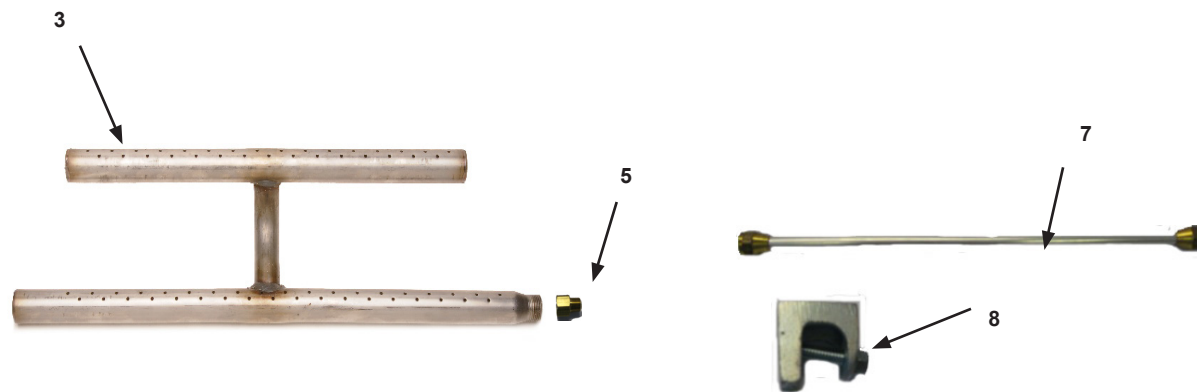
Symptoms	Possible Causes	Corrective Action
1. A match will not light the main burner; no gas to the main burner	A. Main gas shutoff valve is closed	1. Make sure the shutoff valve located on the incoming gas line is open.
	B. There is air in the gas line.	1. Bleed air from the gas line; wait five minutes and attempt to relight the main burner.
	C. No gas supply to the appliance.	1. Check the plumbing to ensure the appliance has been hooked up to the gas supply line.
	D. A blockage is preventing gas flow.	1. Inspect the burner orifice for obstruction. Call a qualified service technician.

7 Reference Materials

A. Replacement Parts

Service Parts

Exploded Parts Diagram



Description of Part		24	Qty.
3	Burner	BPA-900-2430	1
5	Orifice, H-SS	BPO-2-26	1
7	Connector Tube	3814NXN	1
8	Damper Stop Assy	10-1065	1
	Brass Elbow (3/8" x 3/8" Flare) not shown	01-1050	1
	Lava Rock		1

For replacement parts please call

Heatmaster/American Gas Log, LLC. 3625 Benson
Rd, Angier, NC 27501 919.330.0078.
or 919.330.0079

OUTDOOR BURNER LIMITED WARRANTY

Heatmaster/American Gas Log, LLC (HM/AGL) Outdoor Products Limited One Year Warranty

HM/AGL, LLC extends the following warranty for the logs and stainless steel burner assembly for the Outdoor Burner used only in the United States of America or Canada. Dealers and employees of HM/AGL, LLC have no authority to make any warranty or authorize any remedies in addition to or inconsistent with the terms of this warranty. This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

HM/AGL, LLC warrants that this Outdoor Product (the "Product") will be free from defects in material and workmanship for a period of one year from its date of purchase. This warranty is subject to the conditions, exclusions and limitations described below.

This warranty applies only to the original owner of the Product and is non-transferable. HM/AGL, LLC's obligation under this warranty does not extend to damages resulting from (1) assembly, operation or maintenance of the Product not in accordance with the Installation/Assembly Instructions, Operating Instructions and the Listing Agency Identification Label furnished with the Product; (2) installation or use which does not comply with local building codes and ordinances; (3) shipping, improper handling, improper operation, abuse, misuse, accident or unworkmanlike repairs; (4) use of fuels other than those specified in the Operating Instructions; (5) installation or use of components not supplied with the Product or any other components not expressly authorized and approved in writing by HM/AGL, LLC; and/or (6) modification of the Product not expressly authorized and approved in writing by HM/AGL, LLC. Any of the circumstances described in the previous sentence voids this warranty. This warranty is void if the Product or any component has been removed, repaired, or replaced before HM/AGL, LLC has been afforded a reasonable opportunity to inspect the Product.

This warranty is limited to the replacement or repair of defective components or workmanship and HM/AGL, LLC may fully discharge its obligations under this warranty by repairing or replacing, at its discretion, the defective components. HM/AGL, LLC will provide replacement parts at no charge and will pay reasonable and necessary labor and freight costs related to replacing or repairing defective components under this warranty. The maximum amount recoverable under this warranty is limited to the purchase price of the Product and, if HM/AGL, LLC is unable to provide replacement or repair in an expedient and cost-effective manner, HM/AGL, LLC may discharge all obligations under this warranty by refunding the purchase price of the Product.

EXCEPT TO THE EXTENT PROVIDED BY LAW, HM/AGL, LLC MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY EXPRESSED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE WARRANTY SPECIFIED ABOVE. IN NO EVENT SHALL HM/AGL, LLC BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY DEFECTS IN THE PRODUCT. Some states do not allow limitations on how long an implied warranty lasts, or do not allow exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you.

To obtain service under this warranty, you must:

1. Send written notice of the claimed condition to: HM/AGL, LLC, 3625 Benson Rd, Angier, NC 27501 (919-331-0078)
2. Affirm that you are the original owner of the Product.
3. Provide HM/AGL, LLC reasonable opportunity to investigate the claim, including reasonable opportunity to inspect the Product prior to any repair or replacement work and before the Product or any component of the Product has been removed.
4. Obtain HM/AGL, LLC's consent to any warranty work before the work is done.