

# WARRANTY CLAIMS FORM

Sometimes things happen.

Solus takes immense pride in making high quality products and providing excellent customer service, so when things go wrong, we will try hard to make it right again. Please keep in mind that this is a process and if you can supply us with sufficient information about your situation, we will be able to amend the problem quicker.

Step One – You have already filled out and submitted the Product Registration Form when you first installed your firepit. We will have this on file for you and therefore will only need some detail regarding the issue. To help us find your registration please provide your order number, job name, or address that product was shipped to.

Please email 1 overall picture and 1-2 detailed pictures showing the specific problem, along with answers to these questions. We will contact you by email or phone to discuss further. Thank you.

## CONTACT INFORMATION:

Name: \_\_\_\_\_ Organization/Company: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Email: \_\_\_\_\_

## PRODUCT INFORMATION: (please retain proof-of-purchase)

Order #: \_\_\_\_\_ Firepit Model: \_\_\_\_\_

Fuel type:  Natural Gas  Propane  Ethanol

Ignition type:  Manual Light  Manual Light w/Flame Supervision Valve  Automatic (Electronic)

Date purchased: \_\_\_\_\_ Date of Install: \_\_\_\_\_

Product purchased:  Solus directly  Specifier / Contractor  Reseller

BURNER SERIAL # \_\_\_\_\_

Date when problem occurred: \_\_\_\_\_

Issue:

\_\_\_\_\_

\_\_\_\_\_

Gas Fitter Name:_____	Electrician Name:_____
Gas Fitter Registration #:_____	Electrician Registration #:_____
Gas Fitter Signature:_____	Electrician Signature:_____
Date Signed:_____	Date Signed:_____
Inlet Gas Pressure Reading:_____	Input Voltage Reading:_____
Test Completed: Yes _____ / No _____	Test Completed: Yes _____ / No _____

Please send email to: [support@solusdecor.com](mailto:support@solusdecor.com)

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