

# SERVICE INFORMATION

## Obtaining Service:

Please read the following check-list before calling for service:)

- #1. Currently, is there gas being supplied to your Grill?
- #2. Is there a power outage where you live? Are you able to run electronic appliances?
- #3. When was the last time you refilled your Liquid Propane (LP) tank?

For warranty, service, contact your local LUXOR / American Heating Technologies authorized service agency. Please provide the service representative with the Model #, Serial #, type of gas, date of installation, and a brief description of the problem. If you need assistance in locating an authorized service agency in your area, contact LUXOR/ A.H.T. Customer Service and Parts at:

American Heating Technologies  
501 W. Glenoaks Blvd.  
Suite #125  
Glendale, CA 91202

[www.AmericanHeatingTechnologies.com](http://www.AmericanHeatingTechnologies.com)

## Damaged Shipment

If a shipment arrives damaged, please follow these directions:

- In case of visible loss or damage, check to see if it is noted on freight bill or express receipt and signed by the person who delivered it to you.
- Make sure you file a claim for damages immediately, regardless of extent of damage
- In dealing with concealed loss or damage and unnoticed until merchandise is unpacked, contact and inform the transportation company or carrier immediately and file a "concealed damage" claim with them. This claim should be made within 15 days of the date delivery is made to you. Save the box or container for inspection. We can not assume responsibility for damaged or loss taking place in transit.