

# Detroit Radiant Products Company

## PT Series Repair Information

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This heater is covered by a limited warranty (see Section 7.0 Limited Warranty in the Installation, Operation, and Maintenance, and Parts Manual). Detroit Radiant Products also offers repair services for burner reconstruction.

### Symptoms

No orange glow on ceramic surface and/or abnormal noise during operation.

### Possible Causes

Cracked ceramics, loose ceramics, missing gasket material, or other physical abuses resulting in the fuel mixture burning within the rayhead assembly (behind the ceramic surface).

### Immediate Action

Turn off the heater.

### Corrective Action

Replace the rayhead assembly or return it to Detroit Radiant Products for repair.

### Repair Cost

Repair cost is \$55.00 for each P-16T model and \$70.00 for each P-32T model. Repair charges include return shipping and handling costs. Units can be returned COD via UPS (additional fees for COD service will apply). If your heater requires work in addition to burner reconstruction, you will be contacted with a quote. Lead time is 2-5 business days.

### Payment Methods

The preferred method of payment is credit card (Visa, MasterCard, or Discover). If wishing to pay via credit card, please include a packing slip in the shipment with the phone number of a contact who can provide valid credit card information.

The alternate payment method is personal check. Please make check payable to Detroit Radiant Products Company for the repair cost amount above.

### What to Include

Be sure to enclose the heater (packaged tightly), a packing list with an explanation of the heater's symptoms, payment information (a check or phone number to contact for payment, **NOT** a credit card number), the return address, and a contact phone number.

**DO NOT include** the mounting accessories (tank, hose, bracket, regulator, etc.).

Heater returns should be addressed to:

Repair Department  
c/o Detroit Radiant Products Co.  
21400 Hoover Rd.  
Warren, MI 48089

Please call (800) 222-1100 with questions.